

NON-FA|FM EVENTS (SOP)

TERMS & CONDITIONS

1. Booking Process

A. Booking Request

Preliminary Email Required

- Email requesting use of the venue must be submitted
 - Email must include:
 - Name of Artist
 - Requested Event Date
 - Type of Event (short description)
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B. Booking Agreement

Service Fees (Payment Structure)

- **Facility Charge – \$5,000**
 - Covers cleaning, staffing, maintenance, etc.
- **Off-Loading / On-Loading – \$1,000**
 - Required for Teen Challenge services
- **Additional Fees (as applicable)**
 - Piano tuning
 - Specialized equipment or services

Insurance Requirements

- Event must carry a **minimum \$1M liability insurance policy**

Event Date Approval

- Non-FA|FM Coordinator must:
 - Obtain approved date from **Executive Creative Pastor**
 - Confirm availability with **Communications Director**
- Date must be officially booked through the **Event Request Form**

Required Event Forms

- Certificate of Insurance (COI)
- Liability Insurance Form
- Host Agreement (submitted to HR Director)

- Venue Rider & Guidelines (sent by Non-FA|FM Coordinator)
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2. Event Planning

A. Event Schedule

- Event agenda must be created in **Planning Center Online (PCO)** and include:
 - Load-In & Load-Out times
 - Mealtimes (Breakfast / Lunch / Dinner)
 - Event team meetings
 - Pre-Service / Service / Post-Service timing
 - Event start time and estimated duration
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B. Service Requests

Catering & Hospitality

- Meals
- Gift baskets and refreshments
- Towels and shower needs

Venue Rooms

- Showers
- Dressing Rooms
- Green Room
- Speaker Ready Room
- Communications Room

AVL & Technical Support

- Submit high-level technical needs
- Tech Director contact information provided for detailed coordination

Concourse Setup

- Merch tables
- Guest registration / check-in stations
- Foyer layout and traffic flow

Event Coordinator

- Clarify all staffing and operational needs requiring FA|FM support
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C. Payment Terms

Deposits & Final Payment

- **\$500 non-refundable deposit due at booking**
- Remaining balance due **day of event**

Payment Methods

- Preferred: Giving through church website
- Accepted: Check

Late Payment Fees

- \$250 added if full payment is not received by event day
 - Additional \$250 every 14 days until balance is paid
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D. Cancellation Policy

- Minimum **8 weeks' notice** required
 - Events may be rescheduled at no cost due to unforeseen circumstances (e.g., natural disasters)
 - Non-refundable deposit remains non-refundable
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E. Liability & Confidentiality

- Event group assumes responsibility for damages or injuries before, during, and after the event
 - All sensitive information must be kept confidential
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F. Dispute Resolution

- Any disputes are to be resolved through mediation or arbitration
 - Contact the **Executive Creative Pastor of First Assembly** for resolution
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EVENT BACK-OFF PLAN

8 Weeks Prior

- Meet with Event Coordinator
 - Update Executive Creative Pastor
 - Email initial communication to all leads (Security, Parking, Marketing, AVL, etc.)
 - Schedule Sheriff's office
 - Begin volunteer recruitment
 - Build event in PCO
 - Update Communications Director on all changes
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6 Weeks Prior

- Finalize PCO event and send invites
 - Schedule load-in team
 - Confirm catering
 - Finalize marketing plan
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4 Weeks Prior

- Touch base with Event Coordinator
 - Begin event marketing
 - Update Executive Creative Pastor
 - Confirm volunteers and team leads
 - Send invoice and check request
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2 Weeks Prior

- Meet with Event Coordinator
 - Confirm Sheriffs, volunteers, and team leads
 - Fully update PCO event details
 - Send final email to all leads
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Week of Event

- Program meeting with event leads
 - Prepare AVL equipment and rooms
 - Final stage and building preparation
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Day of Event

Upon Arrival

- Park buses
- Greet catering staff
- Unlock building
- Complete final prep

Load-In

- Walkthrough with event leads
- Update Executive Creative Pastor

Event Execution

- Track attendance
- Monitor parking, AVL, hospitality, artist needs
- Provide ongoing updates to Executive Creative Pastor
- Collect full payment from Event Manager

Load-Out

- Wash towels
 - Clean all rooms used
 - Reset stage and concourse
 - Lock building
 - Final update to Executive Creative Pastor
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DELIVERABLES & STAFFING REQUIREMENTS

Under 250 Attendees

- 1 Event Coordinator (FA|FM Creative Staff)
 - 1 Tech Director
 - 1 Sheriff
 - 1 Safety Lead
 - 1 Safety Volunteer
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250–1000 Attendees

- 1 Event Coordinator
 - 1 Tech Director
 - 1 Production Assistant
 - 2 Sheriffs
 - 1 Safety Lead
 - 3 Safety Volunteers
 - 1 Hospitality Lead
 - 1 First Impressions Lead
 - Additional volunteers as needed
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Over 1000 Attendees

- 1 Event Coordinator
- 1 Tech Director
- 1 Production Assistant
- 2 Sheriffs
- 1 Safety Lead
 - 5 Safety Volunteers
- 1 Hospitality Lead
- 1 First Impressions Lead
- Additional volunteers as needed

Possible Teams: Parking, Merch, Greeters, Ticketing, Ushers, etc.

EVENT STAFF (KEY PERSONNEL)

- **Event Coordinator (Non-FA|FM):** Chasity Laguna
- **Tech Director:** Sean Welch
- **Production Assistant:** Matthew Elenbass

(Positions may be filled by other FA|FM Creative Staff if needed.)