**Service Level Agreement (SLA) for Society Balls 2024-25**

**1. Introduction**

This Service Level Agreement (SLA) is made between the Hallam Students’ Union’s (HSU) Social and Civic Engagement Team and the [Name of Society] to define the services, support and standard provided by HSU to the Society for a Society Ball. This SLA also outlines what the [Name of Society] agrees to. It will define the responsibilities of both parties with the intention of collaboration to produce a successful Society Ball.

**2. Services provided by Hallam Students’ Union**

Hallam Students’ Union agrees to provide the following services to the Society:

* Access and guidance to the events platform, Native.
* Response to emails by the Social and Civic Engagement Team within 3-5 working days.
* Meetings (booked in advance) in-person and online meetings with the Society.
* Processing of claims and purchase orders related to the Society Ball within 4 weeks of submission by the Society.
* Provide resources for the Society to use on the Committee Portal.
* Aim to provide a list of suppliers Societies have previously used and are on our system.
* Provide guidance on how to complete a risk assessment.
* Communicate directly with suppliers only in exceptional circumstances (determined by HSU) eg. escalated issues that the Society is unable to resolve independently.
* Review venue and supplier contracts before authorising the Society to sign.

**3. The Society agrees to:**

1. Adhere to the requirements set out in the Society Ball Guidance document.
2. Cover any cancellation costs.
3. Collect accurate dietaries from event attendees and communicate this to the venue.
4. Adhere to our health and safety requirements and that of the venue, including the completion of a risk assessment for the event, approved by the Social and Civic Engagement Team.
5. Adhere to our financial procedures including raising purchase orders 4 weeks to when the supplier needs the payment and liaising directly with suppliers.
6. Be responsible for the coordination on the day of the event including decorations and seating plans.
7. List and sell all Society Ball tickets via Native.
8. Be responsible for the listing, advertising and tracking of ticket sales and attendee information.
9. Ensure that all attendees (including committee members) conduct themselves appropriately and responsibly on the day of the event. All attendees should be positive representatives of HSU.
10. Notify us after the event should there have been any significant issues (including attendee behaviour).

**4. Term and Termination**

This SLA is effective from [Start Date] and will remain in place until [End Date]. Failure to keep to the agreed statements in this SLA by the Society may result in the Society Ball being cancelled by HSU.

**5. Signatures**

By signing below, both parties agree to the terms and conditions of this SLA.

*Hallam Students’ Union*

*Name: [Student Groups Coordinator]*

*Title: Student Groups Coordinator*

*Date: [Date]*

*[Name of Society]*

*Name of President: [student name]*

*Date: [Date]*