

**Sizzabo**

# The In-Person Event Glossary

In-person events are making a comeback, and we can all benefit from a refresher course – plus a few new terms for the post-COVID-19 world. This glossary will prepare you for the return of in-person experiences so you can confidently communicate with your on-site and technical support teams, and plan impactful events with ease.

**A la carte** can refer to food and beverage, services, or products that are purchased and charged separately rather than as a package.

**Air walls** are walls or panels are used to divide a large meeting room into smaller rooms and are usually built into the wall and easily hidden like pocket doors.

**Arrival time (call time)** is the expected time that the client/event planner will arrive at the venue.

**Attrition** refers to the drop in actual attendance compared to the expected or originally guaranteed attendance. This is often expressed as a percentage and is sometimes referred to as an attrition rate.

**Attrition fees** refer to the charges you would still owe even if you have fewer attendees than originally expected.

**AV project managers** manage the crew, handle logistics, such as shipping and receiving, and oversee the technical operations of an event.

**AV technicians** are highly skilled in a particular discipline and require highly specialized technical skillsets.

**Backlight** is lighting that is set behind a stage or person to illuminate them from behind.

**Back of house** refers to the teams and support not usually seen by guests, such as culinary, tech, or service staff.

**Back-of-house AV** refers to the team behind the stage, where audio-visual technicians work out of sight; this is also usually where empty cases are stored.

**Banquet round** is a table used for banquet functions that can seat 8-12 guests, depending on the diameter; for socially distanced seating, you can seat 2-4 people per round to allow for personal space.

**Banquet seating** is a room set where banquet rounds are used.

**BEO** stands for banquet execution/event order (also known as program execution order or function sheet) and is a document that outlines client arrival time, attendee count, an event timeline, menu, dietary considerations, room set, technology requirements, and any other relevant information.

The venue or on-site manager will create this document and the event planner or client will review and sign off generally 72 hours in advance to give the venue time to order and prepare food and equipment. If any changes are made within the final three days, those might incur additional charges and some venues might require the additional fees to be paid by the time the event starts.

**Blackout** days refer to times when tickets or certain prices are not available for events with longer registration periods (i.e., due to holidays or peak travel days).

**Breakdown/load out** refers to taking down equipment and clearing away set-up items after the event is complete.

**Breakout rooms** are smaller rooms for breakout sessions that event planners book specifically for facilitating breakouts.

**Buffet** refers to food service in a buffet format that features sneeze guards, staff to serve attendees, and other precautions to ensure the health and safety of attendees in a post-COVID world.

**Cancellation clause** in a contract details the penalties involved in the instance of cancellation by the venue/vendor or event host.

**Cancellation fee** is the charge owed to the venue in the event that you have to cancel.

**Cartage** refers to moving exhibits from one place to another and the cost of labor associated.

**Classroom seating** refers to a room in which tables are set in rows like a classroom with chairs only facing the front of the space (e.g., a stage).

**COI (certificate of insurance)** is required by most venues in order to protect all parties from liability prior to arriving on site.

**Comp rooms** are rooms provided by the venue without a charge and are often included in contracts for large events, especially for a full buyout.

**Concurrent sessions** refers to two or more sessions that are happening at the same time. In a venue, these will likely be held in different rooms simultaneously.

**Continental breakfast** is a light breakfast that usually includes water, tea, coffee, juice, bagels, pastries, or other small bites.

**Contact tracing** is the process of identifying individuals who have tested positive for COVID-19 and tracing anyone who may have had contact with them.

**Corkage fee** is a fee that many venues charge if you bring outside alcohol in.

**Crescent round** is a type of seating in which a round table is used but only at half capacity with all of the seats on one side of the round to avoid backs facing the front of the room.

**Deposit** is a portion of the total payment that is used to secure the venue or services.

**Drayage fee** is a fee associated with delivering supplies to exhibitor halls, removing empty boxes or carriers, and assisting with loadout.

**Duty of care** is related to Covid-19 and is a requirement that a person act toward others and the public with watchfulness, attention, caution, and prudence.

**EDT** is an acronym for Estimated Departure Time.

**ETA** is an acronym for Estimated Time of Arrival.

**Exhibit hall** is where exhibits are displayed.

**Exhibit booth** is a single display at an exhibit hall.

**F&B** stands for food and beverage.

**Facilitator** is responsible for leading a discussion among event attendees.

**Flexible refund policy** allows for the option of a refund closer to the event date than is usually allowed, which gives attendees more flexibility to sign up for an event without the fear of losing money if there is a new COVID-19 variant or another unforeseen catastrophe.

**Force majeure clause** in a venue or service contract limits liability for all parties and often refers to an uncontrollable circumstance or an “act of God” that prevents the event from taking place.

**Front of house** refers to the people that are seen by guests, such as the welcome desk or registration staff, as well as on-site managers.

**Front of house AV** is a designated area with a line of sight to the stage for the audio and lighting operators of an event.

**Full buyout** is when a client books the entirety of a space or venue.

**Full-service venues** are those that offer everything in-house, from culinary to tech and beyond.

**General session** is a large session, such as a keynote, that every attendee goes to.

**Green room** is a dedicated, private space for speakers, VIPs, and other guests to relax or prepare for their sessions.

**Handheld microphone** is a microphone that a speaker holds in their hands, as opposed to an L-mic, standing mic, or other types.

**High boys** are sometimes referred to as high tops or cocktail tables, and they’re often between 30” to 42” tall and used during cocktail hours or networking receptions.

**Hollow square seating** is a room set where tables are arranged in a square with chairs around the outside, resembling a hollow square.

**House brand** is the least expensive brand of alcohol in-house and typically the default order unless a guest requests a specific brand.

**I&D** stands for installation and dismantling and is also called “set up and take down.”

**Incidentals** are miscellaneous expenses that come from small services, such as coat check or valet services.

**Inclusive rates** are when charges include all fees, including gratuities, taxes, and other ancillary charges.

**Keynote** can refer to the opening presentation or the well-known speaker giving that presentation, which is meant to set the theme or tone of the event.

**L-mic (lapel/lavalier microphone)** is a wireless microphone that attaches to the clothing (a lapel) so the speaker doesn't have to hold a microphone.

**Load-in/loadout** refers to the timeframe dedicated to loading equipment in or out, and many venues must book freight or service elevators for these times.

**MC (emcee)** is a host that you assign to guide the overall event by captivating and engaging the audience.

**Marquee** is a tent at an outdoor event that can be used to protect attendees from inclement weather or to provide added ambiance.

**Masking drape** is the fabric or linens used to hide extra boxes, storage, or other "eye-sore" items that should be kept out of sight from the guests.

**Minimum** refers to the amount a venue and client have agreed upon for the event, whether based on time or room requirements.

**Mitigation** refers to reducing or minimizing the impact of something dangerous – such as the spread of COVID-19 – through planning and setting policies.

**Moderator** is someone who helps guide your speakers and panelists through the content and conversation, including taking questions from attendees.

**Motors** are the devices that raise and lower the truss from the ceiling and are often included as part of a rigging package.

**Per Diem** means "by the day."

**Per Diems** refer to allowances for daily expenses.

**Per Person** is a method of charging that goes by each attendee, usually for culinary fees.

**Pipe and drape** refers to tubing that is covered in fabric and often used for trade shows or exhibit booths.

**Plus plus (++) or (&&)** refers to the tax (plus) and gratuities/admin (plus) in a non-inclusive package.

**Podium microphone** is attached to the podium – indicating to the tech team that it should be set up prior to the session or keynote – and implies speakers will neither be moving nor picking up the mic.

**Pods** are a type of seating arrangement used for collaborative and interactive meetings in which tables are pushed together with seats on all sides and ranging from 4-8 seats per pod.

**Points** are the areas in the ceiling that are rated for load-bearing weight, such as for a truss, and are usually included in rigging charges; point locations can impact room configurations.

**Power drops** are often required at large events that take power beyond typical wall outlets and typically require the use of a distribution point called a “distro” that ties into large commercial rated power service.

**PPE** stands for personal protective equipment and refers to gloves, masks, and other items that ensure the health and safety of event attendees and staff.

**Registration desk** is the table or desk where guests check in once they enter the venue.

**RFP** stands for request for proposal, and companies use an RFP to request bids and proposals for event services, such as the venue, event tech, or other event services.

**Rigging** is the equipment used to hang truss, lighting, and power cables from a roof or ceiling.

**Risers** are the platforms that can be moved and configured to create a stage.

**Roving microphone** is when a mic is brought around to attendees by a dedicated team member during a Q&A session.

**ROS** stands for “run of show” and is a quick guide that helps keep everyone on your team aligned by outlining timing, cues, and other important information.

**Set-up time** is a specific window of time, usually following the arrival time, in which a client and their team to set up and prepare the event space.

**Signage** refers to all essential signs for an event, including directional and informational, as well as any pertinent COVID-19 guidelines or policies.

**Skirting** refers to the fabric affixed around tables, stages, and risers that often hides cords and storage.

**Site tours** are offered by venues so you can walk through the space, take pictures, ask questions, and get an idea of whether the venue is right for your event.

**Specifications (specs)** refer to meeting or event requirements.

**Stagehands (AV)** are usually semi-skilled individuals who load in and load out a show. Many of these kinds of operators specialize in the event industry and work many events in a year. Stagehands are primarily used to expedite load-in and load-out.

**Staggered entry** is a tactic that lets attendees into your event at different times, whether to minimize crowded spaces during a pandemic or to let VIPs in before regular attendees.

**Stanchions** are small posts typically connected by ropes to guide attendees, block off certain areas, or display signage.

**Standing microphone** is a microphone that is attached to an adjustable floor stand.

**Strike/striking** refers to taking down exhibits or equipment.

**Table microphones** are stationary microphones set up at a table, similar to a podium microphone.

**Table tent** is a card folded in half that you can place on a table to provide information about the WiFi, health and safety policies, or a sponsor.

**Tech table** is a designated area for the technical operation of an event that is typically located to the side with a clear line of sight to the main stage.

**Theater seating** is a room setup without tables and resembling an auditorium or theater, with chairs set up in rows facing the stage.

**Throw distance** is the distance required between the front of a projector and the screen, which is important for understanding room configuration with large format screens and projectors.

Tracks refer to personalized and, often, themed attendee session journeys (e.g., tracks for sales, marketing, or product sessions).

**Truss** is a metal grid suspended above the stage or audience that is used to hang lighting, sound, or other equipment.

**U-shaped seating** is a room set in which tables are set up in a U-shape with chairs arranged around the perimeter with a large open space in the middle.

**Walkthrough** is similar to a site tour but closer to the event and offers a way to check that the space is ready for the event.

**White box** refers to a venue that is easily branded, meaning it has minimal decorations and plenty of room for event signage, decals, or other branding.

**Wired internet** is the preferred way to ensure constant connectivity and refers to an internet connection provided via a hardline cable.