

STANDARD OPERATING PROCEDURE (SOP)
Media Team Communication Process for Facility Rentals
September 22, 2026

1. Purpose

To establish a clear and consistent communication process between the Trustee and Media Team for requesting and coordinating media services for facility rentals.

2. Key Principle

All media service requests must be **initiated through Wesley's Board of Trustees (Trustee)**.

The Media Team does not accept direct requests from renters.

3. Request Process

Step 1: Renter Submission

- Renter completes the **Media Services Request Form** as part of the rental packet.

Step 2: Trustee Review

- Trustee reviews the request for completeness
- Confirms requested services and event details

Step 3: Submission to Media Team

- Trustee submits request to Media Team via:
 - ☐ Email or
 - ☐ Hard Copy
- Include the Media **Services Request Form**.

NOTE: If form is not completed at the time of rental, trustee should at a minimum notify Media Team Chair or backup of the following:

- ☐ Event name and type
- ☐ Date and time (including setup and breakdown time)
- ☐ Location within church
- ☐ Renter contact information

4. Required Notice

- All media requests must be submitted at least **48 days prior to the event for non-content creation requests. Requests to create slides, videos or presentations shall be submitted 72 hours prior to the event or sooner depending on the complexity of the content.**
- Requests submitted after this timeframe are **not guaranteed** and may incur additional fees

5. Media Team Response

Upon receiving the request, the Media Team will:

- Confirm receipt within **24 hours.**
- Review technical requirements
- Confirm staffing availability
- Communicate any concerns or limitations
- Provide confirmation or denial of services

6. Confirmation Process

Media services are considered **confirmed only when:**

- The Media Team has acknowledged the request
- Staffing has been secured
- Any applicable fees are communicated

The Trustee is responsible for relaying confirmation to the renter.

7. Changes & Updates

- All changes must be submitted through the Trustee
- Changes must be received at least **24 hours prior to the event**
- **Last-minute changes may not be accommodated**

8. Day-of-Event Communication

- The Media Team will report as scheduled
- Any renter requests during the event must go through the Trustee onsite.

9. Limitations

The Media Team:

- Operates only church-owned equipment
- Does not guarantee support for external devices without prior approval
- Provides only the services requested and confirmed in advance

10. Summary Flow

Renter → Trustee → Media Team → Trustee → Renter

Media Team Lead Name: Thelma Cohen

Alternate: Pam Legare

Date Implemented: September 22, 2026 (Approved by Wesley's Church Council)