

Town Communications Submission & Posting Policy (Updated 11.23)

Office of Communications & Civic Engagement | Customer Service Center

ABOUT:

The Town of Manchester has several means of promoting Manchester events, programs, and information. The primary Town communications channels are as follows: online calendar of events, online latest news listings, Manchester Matters e-newsletter, social media (Facebook, Twitter, Instagram), press media outlets, and Better Manchester online.

SUBMITTING A COMMUNICATIONS REQUEST:

Please note that space is limited, and **we give priority** to events that are sponsored by or organized by Town Government, Town Departments, and Town Boards and Commissions. Requests submitted by religious, political, or non-profit Manchester organizations must be of interest to a broad range of Manchester residents and must be secular in nature or non-political. We do not assist in the promotion of for-profit organizations.

Due to the high volume of requests that we receive, we are unable to accommodate every request. Your request will be reviewed for appropriate content and availability of space. **We must reserve the right to decline a request in our sole discretion. If we approve your request, it will be posted as soon as space allows.**

To assist us with the efficient posting of your notice:

Notices should be submitted 4 weeks prior to the event; please do not submit duplicate notices.

Please keep notices brief, use upper- and lower-case type, and include the time, date, location, cost, and a contact phone or email.

To submit a request, please our convenient online request form at:

<https://us.openforms.com/Form/c9a7c99c-dc37-4b23-a7ba-8719f681b0e7>

MANCHESTER MATTERS:

Manchester Matters is the Town's weekly e-newsletter which runs once a week and holds a maximum of 10 news articles per newsletter.

CONTENT FORMATTING & REVIEW:

The Town's Office of Communications is not responsible for the graphic design, sizing, re-formatting, or grammatical review of your submissions. **Please ensure that you are submitting content that is sized for the appropriate channel you are choosing and that your submission is finalized and public facing.** If your submission does not meet these criteria, we reserve the right to decline your request.

EMERGENCIES & URGENT REQUESTS:

If you are submitting an emergency PSA, do not use the online request form. Email Director of Communications Brianna Smith bsmith@manchesterct.gov directly and **mark as a high priority.**