

FOCUS Ministries, Inc.

# WeDo Services

## Media Event Support Policies

Post Office Box 13119, Jekyll Island, Georgia 31527 - WeDo [Services@comcast.net](mailto:Services@comcast.net)  
912 / 577-3562 or [WeDo\\_Services@comcast.net](mailto:WeDo_Services@comcast.net)

### 1. Accessibility

WeDo Services Media Event Support personnel do not have key access to all facilities - therefore, preliminary planning meetings are essential to a smooth flowing event. Please insure that the location of your event is accessible by our WeDo Technician or DJs prior to the start time. For involved set ups, WeDo Services needs

- A preliminary meeting at the site, 24-hours before the event
- Access to the location at least one hour in advance to insure a successful event.
- TEST RUN to ensure compatibilities.

If our WeDo Technician or DJs are locked out of the space at the specified pickup time additional rental and labor charges will be incurred. We can deliver equipment only to locations accessible by elevators or wheelchair ramps, due to the possibility of personal injury or equipment damage.

### 2. Billing and Payment Information

An index or recharge number must be provided for all estimates and orders. Personal checks will not be accepted as payment for services or supplies, less than 7-days prior to the event and credit card is permissible but the 5% service charge is applied to the clients billing. Access and payments can be made on our website @ <http://focusministriesinc.com/wedoweddingplanning/weddingretainers.html> Covenants can be reviewed at the same location and should be approved at least 30-days prior to the event. WeDo Media Services can be contacted at 912 / 577-3562.

### 3. Cancellations

Orders may be canceled at anytime by calling WeDo Services Media Event Support at at 912 / 577-3562.. All orders must be canceled within 36 hours to avoid being charged the full cost of the order. Weekend orders must be canceled by 4:30PM Thursday to avoid being charged.

### 4. Sole Responsibility

Customers are solely responsible for equipment that is rented for their use.

### 5. Estimated Prices

The prices displayed on any order estimate and in the order confirmation are only an estimate. The actual charges may be different if additional equipment or additional labor is needed to support the event, or if the event runs over the scheduled time frame.

## **6. Event Start Times / Equipment Delivery Times**

When placing an order, request the “job start time” as the time you expect equipment set up and ready to use. Start time should be no later than when the first guests are expected to arrive. Customer is responsible for insuring that WeDo Services Media Event Support WeDo Technician or DJ(s) will have access to the meeting space or event location with sufficient time to allow for setup and testing.

## **7. Late Orders and Changes**

Orders, additions, or changes of any kind are not guaranteed if requested or approved by the customer less than 48 hours in advance and will incur a late order charge of \$29.00 per occurrence. Orders placed less than 4 business hours in advance will incur an extreme late order charge of \$40.00 per occurrence. Please be aware that late orders are subject to late delivery. It is advised that customers submit order requests and approve their orders at least two weeks in advance.

## **8. Memorial Services**

WeDo Services Media Event Support will provide a basic sound system (one microphone, two speakers and one powered mixer accommodating up to 300 people) at no a 50% charge for memorial services being conducted by WeDo Services and held during regular business hours. Services held after business hours will incur labor charges. Equipment other than a basic sound system may be rented at any time.

## **9. Non-WeDo Services Media Event Support Equipment**

WeDo Services Media Event Support will make every effort to operate and integrate sound, projection, camera and computer equipment belonging to clients or other vendors, but the variety of makes and models and the range of knowledge required to operate them means we cannot fully guarantee operation of department-owned equipment. This same policy applies to media systems designed and installed by outside sources or companies other than WeDo Services Media Event Support. Time spent familiarizing ourselves with such systems may also be charged as labor to requesting Clients irrespective of the outcome of the requested service. WeDo Services reserve the right to decline requests involving the operation of Clients-owned equipment which does not meet our technical standards or compatibilities. And, in these circumstances a **MANDATORY PLANNING MEETING** must be held at least 24-hours before the scheduled event with all parties.

## **10. No-shows**

We reserve the right to cancel services for an order if the user has not arrived by the requested start time. If possible, we will wait up to 10 minutes before event is deemed a "No-Show". We highly suggest an order representative arrive at least fifteen minutes before the start time of an event to confer with our WeDo Technician or DJs about equipment placement or other details of the event.

## **11. Off-Site Deliveries**

We are unable to service off site locations other than the particular “special requests” with at least 30-days notice time.

## **12. Orders**

WeDo Services Media Event Support may not be able to accommodate all orders due to staffing limitations, to increase the likelihood we will be able to support your event we advise you to submit your order and approve your estimate a minimum of two weeks in advance.

## **13. Outdoor Events/Water Exposure**

We reserve the right to withhold equipment if there is a danger of water exposure that could create an electrical hazard or damage equipment.

## **14. Equipment Used without a WeDo Technician or DJ**

If equipment is to be used without a WeDo Technician or DJ present, a responsible party must meet with Technician and / or staff to TEST RUN all equipment and be present at time of delivery to review setup and operation of equipment. If no WeDo Technician or DJ is present customers are responsible for the safety and security of the equipment as well as its operation.

## **15. Rain/Moisture Policy**

Due to the risk of equipment damage and/or shock hazard, WeDo Services Media Event Support may withhold delivery if there is any possibility equipment will be exposed to moisture from rain, fog, dew, pools, or standing or moving water, etc. When an outdoor event is canceled due to rain and WeDo Services Media Event Support is notified prior to delivery, all charges will be waived. If equipment is delivered and then removed due to rain, the order will be charged as a late cancellation. If an event is moved indoors, additional labor charges may apply but “late location change” fee will be waived.

## **16. Space Configuration and Furniture**

In locations where the space arrangements can be reconfigured, customer is responsible for having the space seating ready prior to equipment setup. WeDo Services Media Event Support Technician or DJs are not responsible for moving chairs, tables, etc. before the equipment is setup. For urgent requests contact WeDo Executive Management at 912 / 577-3562. For non-urgent requests please see Facilities Maintenance and Repair Services @ [WeDo\\_Services@comcast.net](mailto:WeDo_Services@comcast.net) .

## **17. User Media & Supplies / Lost and Found**

Please be sure to remove all media and supplies from equipment when finished. WeDo Services Media Event Support will not be responsible for items left with or inside the equipment, or items left in or at the site-space.

## **18. Weekend and After-hours Events**

WeDo Services does not provide on-call support on weekends, unless it is associated to a pre-planned event. Weekend events will be designed, reviewed and customized on a case by case basis, and will be accepted as part of an event “covenant” only after availability of technical staff has been confirmed. There is a one hour minimum labor charge for each delivery and each retrieval of equipment made on weekends or after 7:30pm weekdays.

## **19. Telephone Hybrid System**

When a speaker-phone system with phone bridge for audio conferences has been rented from WeDo Services Media Event Support, our WeDo Technician or DJ will make an announcement prior to the start of the event asking all remote and local participants to mute their microphones when not speaking. Doing so will reduce the probability of audio feedback and conflicts. *NOTE: Feedback and related audio problems originating from remote locations are beyond Media Services control.*

## **20. Video Shoots**

Video shoots take a minimum of 30 minutes for preparation and set up. Additional labor charges will apply.

## **21. Video Shoots and Files**

WeDo Services Media Event Support's typical turnaround time for compressing videos that we shoot into web formatted files is for 30-day after the event is over. Depending on our schedules we may be able to provide files sooner, but we can not guarantee it. If you must have your compressed video files immediately after your event please let us know in advance so we can compress your video in real-time. Additional charges will apply.

## **22. 16mm Film - Operator Requirements**

All 16mm film events require a staff WeDo Technician to operate the projector.

For further information and inquires - kindly contact us now!

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WeDo Services AV POLICIES Procedures:

<http://focusministriesinc.com/wedoeventstaging/wedoavsystems.html>