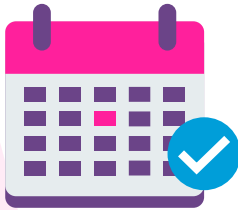


Production Expert Expectations- \$750*

Our Remote Phone Support Event Expert will be available throughout your event and will also have a direct line to our tech team. Our Expert is excited to help make sure your event is amazing!

Before Event

- Your assigned Event Expert's name, contact number, and email address will appear on the top right of the Event Settings tab.
- Your Event Expert will reach out via email within 24 hours, or the next business day, to discuss details such as rehearsals, the Run Of Show, etc.
- You will get two rehearsals with your Event Expert, and your team, to run through of your the Run Of Show for your event.
- Your Event Expert, and the entire Customer Success Team, are available to help answer any questions prior to help ensure a successful event.



- Your Event Expert will connect with the team, prior to your event start time.
- Your Event Expert will help make sure everyone is connected and help answer any last minute questions.

Day Of Event

During Event

- Your Event Expert will produce the show based on the most current Run of Show that your team provides.
- Your Event Expert will be able to assist your MC, Auctioneer, and/or Event Organizer with any production-related questions.
- Your Event Expert will have a direct line to the Event.Gives Tech Team.
- Production Event Expert support does not include the Remote Event Expert Support.



- Your Event Expert can the team with answer any questions regards to closing your event, reporting, and how to get your next event set up!
- Your Event Expert will leave 4 hours after your event starts unless discussed prior.

Post Event

**This does not include Remote Event Expert support such as answering any questions that may come in through the message icon on your event site from your attendees.*

We appreciate as much advance notice as possible and require all requests be submitted at least 24 hours prior to your event. Your assigned Event Expert will contact you via email within 24 hours, or the next business day. Their contact info will also appear on your Event Settings tab. If your event support extends beyond 4 hours, you will be billed \$75 at the start of each additional hour.



Looking for additional assistance?

Contact us today at support@event.gives or 866-607-1051