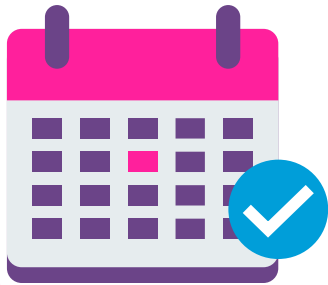


## Onsite Event Expert Expectations-\$750\*

Our Onsite Event Expert will be by your side 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 location, parking, dress code, etc.
- 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 arrive at the designated location 1 hour before the event start time.
- Your Event Expert will meet with you and your volunteers to help guide everyone through the check-in process and help answer any questions.

### Day Of Event

### During Event

- Your Event Expert will act as an overall support person to help as needed.
- Your Event Expert will be able to assist attendees with logging into their accounts, placing bids or donations, and answer and inquires that are submitted through the blue Support button on your event page.
- Your Event Expert will have a direct line to the Event.Gives Tech Team.



- 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

*\*If we do not have an Event Expert in your area, additional travel and lodging charges may apply. 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](mailto:support@event.gives) or 866-607-1051

