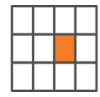# Live Event Management

### Timeline

Best Case Scenario - requests should be made 4 weeks prior to live event for Live Team Managed Services

- Provide event details, and any media needed to complete the event. If any services are requested within a two week timeframe we will do our best to accommodate but resources are not guaranteed.

- Any media needed to complete the event is needed a minimum of one week prior to the live date.

- If desired day and time is unavailable we will provide alternate options.

### Service Duration

Live event management will provide you with a live technician for up to 2 hours to manage your event, including setup time.

**Examples of Managed Live Events:**

- Managed event with technician

- Mock-live (with live Q/A available) & custom video play-ins

- Simulcasts to or from other event or conference providers

- Video events from webcams or video conference platforms

### Request Submissions

All requests for live event management must be sent to your Customer Success Manager. Managed services have limited availability and are scheduled on a first come first served basis. Events can be scheduled within US and UK business hours unless a prior agreement has been reached.

### Cancellation & Rescheduling Policy

Live Event cancellations or rescheduling made within 5 business days of the live event will be billed in full to cover the expense of staffing & set-up/processing.

***Additional Live Team Services Include:***

- *Webcast editing services - $250/hr - 1 hour minimum. Turn around time is approximately 2 business days. Pre-webcast editing services must be requested at least 2 business days prior to the live event.*

- *Transcript services - $250 per hour of content - Turn around time is approximately 3 business days.*