

MEDIA SERVICES SURCHARGES

Media Services Normal Business Hours

Monday through Thursday – 8 a.m. to 10 p.m.

Friday – 8 a.m. to 5 p.m.

Saturday and Sunday – Subject to Availability

- Standard rates apply during normal business hours.
- Surcharge rates apply to orders outside normal business hours (see hours above).

Service	Fees
Cancellation Fee (Within 24 business hours of the scheduled start time) Scheduled requests must be cancelled at least 24 hours before the time of the event or will be subject to a cancellation surcharge.	Event Support - \$93 Video Production - \$93
Off-Hours Support Fee Applicable to deliveries, setups, and strikes outside of normal weekday business hours.	Event Support - \$124 Video Production - \$124
Overrun Fee Applicable to each unsuccessful attempt to retrieve equipment when the time of an event exceeds the scheduled time on the order form.	Event Support - \$124 Video Production - \$124
Service Fee for Weekend Requests (4-hour minimum) Media Services charges a weekend hourly rate for equipment use after 5:00pm Friday, or any time Saturday or Sunday. Weekend requests are subject to staff availability. Important • A weekend event lasting longer than four hours is charged an hourly off-hours support fee in addition to the weekend service fee. • Weekend requests must be placed by 5:00 pm on the preceding Wednesday. • The full weekend surcharge will be assessed on scheduled weekend requests cancelled after 5:00 pm on the preceding Wednesday.	Event Support - \$496 Video Production - \$372
Short-Notice Request (Less than 24 business hours from the start of the Event) Short-Notice Requests for Equipment are Subject to Staff Availability	\$124
Urgent Request (Less than 1-hour from the start of the Event) Urgent Requests for Equipment are Subject to Staff Availability	\$248
Important: You must phone in short-notice requests (412-268-8855, option 2). Response may be delayed outside normal business hours.	