

New Terms and Conditions will roll out with the new fiscal year, on September 1, 2019. The full document will be available on our website, and linked on the Event Request Form. Most of the information and procedures will stay the same, but there will be some updates with financial impacts. These changes are being implemented to improve our operations so we can provide the best possible event experiences. These changes align with standards in the industry, and most clients will be minimally affected. Feel free to call us at 512-471-2020 or email us at fs-events@austin.utexas.edu with any questions.

- Event & Moving Services (EMS) inventory and Custodial Services linens must be set up, “Deliver Only” service is no longer available. This is to ensure the safety of clients, and to prevent damage to equipment. All inventory must now be set up and broken down by the EMS crew, and all tablecloths & table skirts must be draped by Custodial Services crew.
- The following new deadlines will also be put into effect. The “received” date will be based on Outlook date & timestamps. These fees will be incurred for any event request with any crews involved.

New Fee Schedule		New Fee
Request Received	10+ business days before event	No Processing Fee, Crew Labor Only
	Less than 10 business days before event	\$100 Processing Fee + Crew Labor
Amendment Received	5+ business days before event	No Processing Fee, Crew Labor Only
	Less than 5 business days before event	\$200 Processing Fee + Crew Labor
	Day of delivery, or during event	\$400 Processing Fee + Crew Labor
Cancellation Received	48+ hours before event	No Processing Fee
	Less than 48 hours before event	100% of Estimated Crew Labor