

Request Policies

All contact information listed on The UPAC Sound Services Request Form must be provided. Any missing information is grounds for immediate denial of service without notification.

The UPAC Sound Services Request Form is a request for services. Therefore, completion of The UPAC Sound Services Request Form does not guarantee the services of UPAC Sound, or that requested equipment will be available.

UPAC Sound reserves the right to deny requests determined by a current UPAC Sound chairperson to be unreasonable or beyond the scope of UPAC Sound services or requests that pose an unreasonable risk to UPAC Sound, its members, or its property.

Equipment Policies

Equipment will be allocated by a UPAC Sound chairperson only, and is subject to availability. Equipment will be allocated on a first-come, first-served basis. UPAC organizations, however, will receive priority over all other requests.

Weather-related decisions (alternate location/cancellation) must be made a minimum of eight (8) hours prior to the scheduled start of the event. Failure to do so grants UPAC Sound license to either cancel all services or charge a late-rain-call penalty fee of \$10.

Unless prior arrangements have been made with a UPAC Sound chairperson, it is understood that the rental duration for equipment rented from UPAC Sound is 24 hours from the time the equipment is rented. Failure to return equipment within the specified time period will incur a fee of \$5 per hour late for the first 24 hours. After this, fees will consist of an extra day(s) of rental fees.

The renting organization accepts full responsibility for any and all rented equipment and agrees to pay, in full, for repair or replacement of items lost, stolen, or damaged in any way. Abuse of equipment can be used as grounds for denial of future requests. If equipment is damaged by a qualified UPAC Sound technician who is specifically scheduled to work at the event, a fee will not be assessed to the renting organization.

Pricing, Payment, and Fee Policies

Non-union-funded organizations must pay equipment rental fees as well as technician fees. Union-funded organizations are only responsible for technician fees. UPAC organizations will receive the first four (4) hours of technician fees free of charge, after which standard rates apply. All penalty fees are assessed on top of all standard fees regardless of organization affiliation.

Overtime rates will be assessed for all shows exceeding eight (8) hours or exceeding normal Rensselaer Union operating hours, whichever comes first. Overtime rates are defined as 1.5 times current hourly rate.

All fees, including any and all penalty fees, are determined at the discretion of a UPAC Sound chairperson and are non-negotiable.

UPAC Sound reserves the right to deny any request received within ten (10) business days of an event. If a late request is accepted, late-request fees will be assessed to all organizations on the following schedule:

- Requests received less than ten (10) business days before an event will be assessed a \$25 late fee.
- Requests received less than five (5) business days before an event will be assessed a \$50 late fee.
- Requests received less than three (3) business days before an event will be assessed a \$75 late fee. UPAC Sound will contact the requesting organization if such a request is declined.
- Requests received less than one (1) business day before an event will be assessed a \$100 late fee, and may be declined without notice. It is the responsibility of the requesting organization to contact UPAC Sound for a decision.

General UPAC Sound Policies

UPAC Sound reserves the right to cancel any and all services for any reason deemed fitting by a UPAC Sound chairperson at any time. Reasons include but are not limited to equipment problems, inadequate transportation, acts of God, national or familial emergency, and loss of crew due to illness.

UPAC Sound does not provide DJ Services.

A contract agreement between UPAC Sound and the renting organization must be signed by a UPAC Sound chairperson and an authorized member of the renting organization before UPAC Sound setup begins. Cash/check payments are also due at this time.

There must be a minimum of two (2) qualified UPAC Sound technicians for any given event. Each must be hired for no less than four (4) hours during the event. The number of technicians required for an event is determined at the discretion of a UPAC Sound chairperson.

Any changes to the policies in this document must be made in writing and must be approved by a UPAC Sound chairperson before approval of the request.

Failure to abide by the policies in this document shall become grounds for immediate cancellation and/or may incur penalty fees.