

POLICIES

Availability:

Your communicated schedule is the cornerstone for success within our system. This is what we submit to casting multiple times a day. If you find yourself needing to change your schedule or what we show and have on file as your **“standard availability”** within 24-48 hours, call us immediately at (818) 972-9474 ext. 3. **Do not consider yourself unavailable for requested dates left on our voice mail until you have received a response from us.** We do accept availability changes or updates via email at availability@extrazmgmt.com as a preferred method of communication. Please be aware that you cannot consider yourself unavailable for the requested date(s) until you receive a confirmation reply from us. You may also check your current schedule at anytime 24/7 at extrasmanagement.com. We will send you login and password credentials once set up in our system.

Confirmations:

You are required to confirm all bookings. Failure to do so will be treated as a cancellation of the booking. Your confirmation is not an acceptance or rejection of any job booked on your behalf. It is merely an acknowledgement that you understand you are booked for the benefit of the casting director that booked you. You are required to **respond immediately to any booking notification** text or email, with the following information: **your first and last name, the name of the job you are booked on and the date of the booking. It is only necessary to respond once** and it is important that you respond via the means by which you were notified. If you cannot respond to a text or an email, please call 818-972-9474 ext. 4. Please confirm immediately and no later than **8pm** or you run the risk of being replaced. ONLY CONFIRM ONCE PER BOOKING via the method you were notified.

Work Cancellation:

Our definition of a cancellation is ANY failure to honor a job booked on your behalf when otherwise showing available in our system. Cancellations are only accepted if you have a recall, are very sick or have an extreme emergency that can be documented. If you find you have to cancel, you must call us immediately. Cancellation of work because of your failure to notify us of your schedule is grounds for termination of our services and you risk being sanctioned by the casting company that booked you. Proof of incidents may be asked of you (doctor’s notes, tow truck receipts, etc.). If you cancel a job for any reason, your account will be submitted to our review board for examination and you will be emailed the outcome of the investigation.

Tardiness:

Being late is **not tolerated** on any set or production. If you are late, you run the risk of losing that job or being turned away from set. “On Time” means being parked, cleared through security, and checked into the holding area with a completed voucher prior to “call time”. Failure to arrive to any booked job on time can result in disciplinary action up to and including termination of service.

No Shows:

Failure to show up for any job you have been booked on or confirmed for can result in termination of service. If there is **any** possibility of you not being on time or honoring a booked job, contact us immediately! We will try to help you to work it out with the Casting Agent. Your failure to do so may result in disciplinary action up to and including termination of your service as well as possible sanctions by the casting company that hired you.

Recalls:

If you are recalled on set or by casting, call us immediately. Never replace yourself with another extra on a show you have previously been booked on.

Direct Calls:

If a casting director calls you directly or you are otherwise booked directly, you must first call us to confirm your availability and insure you are not yet booked or have the casting director contact us directly prior to accepting the job. Just because you have not yet been notified does not mean that you are not already booked! This is to avoid being double booked which will be treated as a work cancellation.

30 Day Check-First:

A ‘30 Day Check-First’ is a probationary status you may be placed on if you fail to adhere to any of our outlined policies. Being placed on a ‘30 Day Check-first’ results in you being made **unavailable** in our system for a period of 30 Days. In order to be submitted for work during that 30 day period **you must** call in daily to make yourself available for the following day. If you fail to call in to make yourself available, you **will not** be submitted for work. You will still be billed for managing your schedule for that 30 day period.

Other Fees:

A handling fee of \$15.00 will be charged on all returned checks. A \$10 late payment fee will be assessed on all balances over \$30 at the end of the month. Clients with a balance over \$100 will be suspended from availability until payment has been made and a credit card has been placed on file for billing.

Failure to adhere to any of these policies or behavior deemed to be or considered unprofessional of any kind on set could result in possible termination from **Extras! Management** service immediately. If you are terminated for any reason there will be no refund. **Extras! Management** is NOT your employer and reserves the right to terminate your subscription/membership at any time with or without cause.

The casting directors EXPECT our clients to BE RELIABLE. Please consider this when registering!

I hereby certify that I have read, understand and agree to the policies of this agreement. I understand that *Extras! Management* is a “listing service” as defined by The State of California and not a casting agency or my employer and therefore does **NOT** guarantee me any work.

Date

Print Name

Signature