

## ON THE FLY SALES FAQ

### **How far in advance do I need to book my FLYing effects?**

It is recommended that you book as early as possible in order to ensure that we have availability in our calendar and to bring us onto your production team as early as possible. We can help guide you through the process and inform your budget, schedule, timelines and assist in the creative development and design process of your show.

### **Do you carry your own liability insurance?**

We carry a \$2M General Liability policy that insures your venue and all participants.

### **Can you accommodate unique district insurance needs?**

We review each unique request on a case by case basis.

### **Do you have a liability waiver?**

Yes, we have a standard liability waiver which we require all participants to sign. This is a digital form that can be easily completed online.

### **What is *The FLYing Process*?**

Following the completion of our Online Quote Request, one of our Sales/Flight Aces will be in contact to discuss any additional details needed about your show, review photos/videos, and provide a customized estimate over email. You will then have 30 days to review your Estimate before pricing expires, and your Flight Ace is here to help you to select the perfect package for your FLYing needs. Once you decide which package best fits your show needs, budget, and timeline, your Flight Ace will prepare your Agreement and invoice. Dates are not considered reserved without a signed contract and 50% Deposit. Remaining base package balance due 14 days prior to your scheduled install date. Additional expenses due 14 days following the closing of your show. We accept Check, ACH, and Credit Card payments. About 2-4 weeks prior to your installation, you will be contacted by our Logistics Coordinator to set up a Pre-Flight Call with your assigned FLYing Director(s) and/or FLYing Choreographer(s) and you will receive a Pre-Flight Packet with forms to complete about your performers and request flights. Over the call you will discuss your venue, shows, daily schedule, flying effects, performer height/weights, and other pertinent information. Installs are typically set up 1-2 weeks prior to your opening night and most take 1-3 days. During an installation, we will install your customized FLYing Effects equipment which will require 1-2 assistants. Everyone involved in the process - from your FLY Captain to rope operators to performers, must attend our "FLYing Safety & Basics



Training.” Additional rehearsals are typically scheduled by scene/flying effect and only require those involved in that scene to attend.

**What does “preferred load in date mean?”**

This is your preferred window of time to install your equipment and train/choreograph your cast/crew.

**Where is On the FLY located?**

We proudly call St. Louis Missouri home. With such a central location, we pride ourselves on the competitive pricing which we can offer, but we are a global company and provide services across the globe.

**What is the youngest age you work with?**

Over the years we have worked with a variety of ages, ranging from 3 to 90!