

Central Casting has put in a change of policy regarding calling services. This change requires us to confirm all booked jobs by 8:00 pm the evening prior to that booked job. In conjunction with this, Extras Management will implement a new program to pre-confirm your availability for the following week.

Beginning the weekend of September 3rd, and every weekend thereafter, we will be sending you a text message or an email listing your availability as we understand it for the following Tuesday - Monday. For those of you that do not have either text messaging or an email address on file with us, we will deliver a voice mail message to the primary phone number we have in our system.

Text and email messages will be originated from the address: News@ExtrasMngt.com. Please take the time to allow that address for delivery by your email provider so it does not get blocked as spam.

IMPORTANT: You only need to reply if the schedule is inaccurate. If you were notified via text message and you have a change to your availability, you need to respond to that text message immediately with **your full name** and the desired change. If you were notified via email or voice then respond in the same manner via that means. **Please do not call and leave a message regarding your availability if you were notified electronically.** As always, if you are already booked on a job prior to notifying Extras Management of your schedule change, then you **MUST** take that job. Failure to do so will be considered a cancellation. Extras Management has always and will continue to maintain a ZERO cancellation policy. That means that you can be terminated from service for failure to take a booking we have scheduled you for. Extras Management records all communications regarding your availability and this policy will be strictly enforced to maintain our good standing and reputation with Central Casting.

It is still solely your responsibility to notify us immediately of any change in your availability. We are taking this additional step to show you what we have as your availability and to help remind you of schedule changes that you may have forgotten to tell us about.

Thank you for taking the time to read this important update and helping us to make the most of your membership with Extras Management.

-Kevin Crissman