

End Contract

Why is this happening:

Customers are ending service with us, which could be for a variety of reasons!

The business may be **closing**; trivia may not fit in to their **budget** or they are underwhelmed with the results; their contract may have been for a **limited run** to begin with; or, they may be a company that **we choose to stop** doing business with.

Our policy is to have **one contract per Schedule Event**, so that one Customer Site may have multiple Schedule events, and they may be ending one but not all of them.

What is the process:

Following the typical/ideal scenario, we would get notice prior to the last event of the Schedule.

The SAM would fill in the [End Contract Form](#) that alerts the team of what is happening. This triggers the initial automation.

We need to **alert players** (updating socials and our website), **alert our staff** (tell the Host what's going down) (spoiler: it's their work hours), **stop billing them**, and **pick up our PA** (if they've been using one of our PAs).

How does that happen:

End Contract Notification (Future) Automation:

First:

Before the final show, message sent to #existingevents-alerts tagging Host Manager, Social Media and our AV Expert to prep for their departure. A draft email is sent to Host Manager to send along to the host (if they are our staff).

LCE record is an Event Termination; status is In Progress.

Then:

Once our final show has been performed, the system takes it's cue to terminate the schedule. The Schedule status will be updated to match the Change Type that was noted.

Change Types of ends of contracts:

Ended - by customer

Ended - business closed

Ended - limited series

Life Cycle Type	Change Type (LT...
Event Termination	Ended - by customer
Event Termination	Ended - by customer
Event Termination	Ended - business closed
Event Termination	Ended - limited series
Event Termination	Ended - by customer
Event Termination	Ended - business closed
Event Termination	Ended - business closed
Event Termination	Ended - by customer

End Contract Immediately Automation:

First: When a show alerts us of termination with no more shows to go, the automation puts through all of the actions at once.

Font of Reality and Reality Table:

End Events on Schedule Table: When an event is terminated, the information is sent to the Font of Reality where the Schedule record is updated with an "end after" date. This stops the creation of new future Reality Table entries.

Delete all Reality Table Dates after Final Show: Airtable looks for all Reality Table entries with a date that is greater than the end date identified. It marks them with a "Marked for Deletion" checkbox. This checkbox puts them into a Marked for Deletion view, cueing a Zap to delete the record. This automation split is due to the inability for Airtable automations to delete records, or for Zapier to do an action on a repeated list of records.

What If:

Notification comes in with no more shows

When a show alerts us of termination with no more shows to go, the automation puts through all of the actions at once.

- Message sent to #existingevents-alerts, Sam to check the calendars, MaryKate to send the host email, [marketing manager] note for socials/WH/website, Davis for AV, Chuck for billing and the app.
- Schedule and Site status are addressed and moved to Ended

Notification comes after being on Hiatus

When a show alerts us of termination while on hiatus the automation puts through all of the actions at once.

- Message sent to #existingevents-alerts, Sam to check the calendars, [marketing manager] note for socials/WH/website, Davis for AV, Chuck for billing and the app.
- Schedule and Site status are addressed and moved to Ended

Limited Series

Sometimes we know we'll only be providing service for a predetermined amount of time. If we know the end date for a limited series it is entered as a part of the lead process, and is transferred to the New Event Start LCE upon creation.

If this date is not filled, a standard End Contract process can be followed to enter an end date.

Customer wants a new game type

If a customer wants to keep their schedule event but simply change the game type (from Trivia Mafia Classic to Initials Game Live, or vice versa), **this is still an end contract action!** We have different terms on the contracts (i.e. with prize values), need to create new posters and assets, and (in some cases) find or re-train the host. The Final Show date would immediately precede the Event Start date.

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