

## 2025 -2026 Penn Student Agencies General Terms & Conditions

**Updates to Terms:** Penn Student Agencies (“PSA”) reserves the right to update or modify these General Terms and Conditions (“Terms”) at its discretion, with reasonable notice provided to the Client. The Client’s continued engagement with PSA services constitutes acceptance of any updated Terms.

**Execution and Scheduling:** These Terms must be fully executed by all parties no later than fourteen (14) calendar days prior to the scheduled service date to ensure appropriate scheduling and operational planning.

**Agreement to Project Details:** PSA and the Client agree to the project, event, product, or service details as set forth in the confirmation email provided to the Client and as attached as Appendix A or in the specific Terms of Agreement provided by firstServices or The Record. Any modifications to these details must be submitted in writing no later than five (5) business days prior to the scheduled service or event date. PSA reserves the right to decline requests for modifications made within this period and may, at its discretion, place the request back into review, which may affect the availability of resources, space, or staffing.

**Payment Terms:** For all PSA products and retail merchandise, full payment (100%) is due prior to fulfillment. For all provided services and collaborations, full payment (100%) is due prior to the provision of services or commencement of collaboration. For photography services, an upfront, non-refundable, deposit payment equivalent to 50% of the total project cost is due upon execution of The Record’s Terms of Agreement agreement to secure services, with the remaining fifty percent (50%) balance due within seven (7) days following final delivery of services. Late payments may incur additional fees as outlined in The Record’s Terms of Agreement. A General and Administrative (G&A) overhead fee of five percent (5%) is applied to the total pre-tax invoice amount for all products, services, and on-site service charges. The G&A Fee may be incorporated into the displayed price online and in-store for products and retail merchandise. Final payment source details for due balances, must be confirmed at least forty-eight (48) hours prior to the fulfillment of services and at

least five (5) business days prior for complex events or collaborations. Failure to confirm and remit payment within these specified timeframes may result in cancellation of service at PSA’s discretion.

**Cancellations, Credits, and Refunds:** For products and retail merchandise, all sales are final upon the Client’s receipt. For provided services (with the exception of firstServices) and collaborations, the Client must provide notice of cancellation as soon as practicable, but no later than seventy-two (72) hours prior to the scheduled service or collaboration. Cancellations within seventy-two (72) hours of the scheduled service may result in a cancellation fee equal to the greater of one hundred fifty dollars (\$150) or fifteen percent (15%) of the total invoice, in addition to any non-refundable deposits and costs incurred by PSA (including, but not limited to, staffing, vendor fees, and supplies). For firstServices’ services, please refer to their Customer Terms of Agreement provided at purchase for information on Cancellations, Credits, and Refunds. For photography services provided by The Record, please refer to their Project Terms of Agreement provided upon consultation and quoting.

**Day-of Changes (On-Site Services and Collaborations):** Day-of on-site emergency changes to services or equipment are subject to an emergency adjustment fee of one hundred fifty dollars (\$150), applied at the discretion of PSA. Any additional equipment or labor requested on-site will be charged to the payment method on file.

**Client Responsibility and Authorization:** By agreeing to these Terms, the Client confirms that the project, event, or order is sponsored or supported by the organization, department, or individual identified in the confirmation documentation and that the Client has the authority to enter into this agreement on behalf of the identified party.

**Signatures**

*By signing below, the Client acknowledges that they have read, understand, and agree to these Terms.*

**Client / Event Organizer Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date (MM/DD/YYYY):** \_\_\_\_\_

**PSA Representative Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date (MM/DD/YYYY):** \_\_\_\_\_

**Quote/Project/Event/Invoice Reference Number (if applicable):** \_\_\_\_\_

## Appendix A: Summary of Service and Client-Specific Requests

This appendix outlines the agreed-upon scope of service, deliverables, timeline, and any client-specific requests as confirmed in writing by Penn Student Agencies (PSA) and the Client. All details below are considered final unless modifications are submitted and confirmed in accordance with the Terms and Conditions.

**Date & Time of Consultation Meeting/Call:** [Date, Time, Location]

### 1. General Project or Event Overview

- **Client Name / Organization:** [Insert Client Name or Affiliated Department]
- **Project/Event Title:** [Insert Title or Description]
- **Service Category:** [Collaboration / Event Support / Catering / Custom Agreement / Other]
- **Service Date(s):** [Insert Date(s)]
- **Event Timeframe:** [Insert Start/Arrival & End/Clean-up Times]
- **Location / Venue:** [Insert Building, Room, Address]

### 2. Description of Services to Be Provided

- **Primary Services:** [E.g., On-site staffing, food & beverage service, event setup & breakdown, cross-promotional marketing etc.]

### 3. Client-Specific Requests & Customizations

- [E.g., Vegan catering menu, agency branded tablecloths, extended delivery window, student discount applied, printed signage included]

### 4. Staffing & Equipment Details

- **Day of PSA Contact:** [Insert Names/Roles/Phone]
- **PSA Staff Assigned (if known):** [Insert Names/Roles]
- **Equipment or Supplies Provided by PSA:** [Insert List]
- **Equipment or Supplies Provided by Client:** [Insert List]

### 5. Communication & Approval Contacts

- **Client Point of Contact Name / Title:** [Insert Full Name & Title]
- **Email / Phone:** [Insert Contact Info]
- **Authorized Signatory (if different):** [Insert Name & Title]

- **PSA Representative Name / Title:** [Insert Name & Title]
- **Email / Phone:** [Insert Contact Info]

## 6. Key Payment & Execution Milestones

- **Deposit Received (if applicable):** [Insert Amount / Date]
- **Final Payment Due By:** [Insert Date]
- **Confirmed Payment Source:** [Insert Budget Code / Credit Card / Departmental Transfer Info]

## 7. Notes or Special Conditions

- [Include any additional terms, access requirements, or considerations specific to the event or service.]