Sam Hill ENTERTAINMENT

ROSTER DEVELOPMENT

Roster FAQ

Sam Hill Roster FAQ

General

Who should I go to at Sam Hill for help?

*If you have an **event-specific** question, please contact the Manager that booked your event.*

*For **all other requests please contact** your Relationship Manage (aka RM). They will connect with the right people internally and will get you the answer you're looking for.*

Where can I find the Sam Hill Handbook for Bands?

You can find it by going to the link here: The Sam Hill Handbook for Bands. The Handbook highlights information about Our Staff, Our Values, Our Ethics, Payments & Insurance, Client Service Best Practices, and Creative Services

Are song lists important to keep updated?

An up-to-date song list is a powerful tool for bands. Frequently updating your song list, especially with new songs shows clients you're active and engaged. It also serves two key purposes:

- ***Marketing:** Your song list is a window into your musical style and a diverse and comprehensive list showcases your range.*
- ***Decision-Making:** A comprehensive list helps clients envision how your music can fit their event. Even if a song like "Hava Nagila" rarely gets played, having it listed demonstrates your versatility.*

In short, a well-maintained song list is a win-win for both you and your clients!

How can my band add or remove songs from the songlist?

1. *Go to your band's page on the SH website https://www.samhillbands.com/bands*
2. *Download the current version of the songlist as a* ***csv****:*
3. *Open the csv file*
    a. *Make a new row and follow the same format as the songs represented above. Type* ***ADD*** *in the column next to any song you want to add.*
    b. *Type* ***DELETE*** *in the column next to any song you want removed.*
4. *Send it to your RM*

When Sam Hill updates it, you'll be notified via email. If you want to use a PDF on your band's website(s) you can then download the pdf file from the site. That way the Sam Hill site and a band's site will always be in sync.

I need to discuss my pricing

And we're happy to discuss this with you! Please reach out to your RM and we'll take a look at some reports so we can have an informed discussion.

Policies & Agreements

Where can I find information on the Client Service Policy?

We're so glad you asked! You can find it by going to the link here: The Sam Hill Handbook for Bands

Where can I find my Representation, Loan, Production, Materials Proposal Agreement(s)?

You will receive a signed copy in your inbox once executed. We will also keep a copy on file and is available upon request.

Media

Should I tag Sam Hill in social media posts or stories?

An emphatic YES! Please tag @samhillentertainment and our social media team, Mo Social will repost this as a story and use it for content in a future calendar.

Where do I send photos and videos from events?

When you receive photos and/or videos from events, you can submit materials to the Roster Coordinator. They will file, make note of the materials and may submit this to Sam Hill's social media team for posting.

Event-Specific Questions

I received a Performer Itinerary Email, now what?

The client has been sent the contract and information on how to submit the deposit to finalize and secure the date. They have 7 days to sign the contract and submit a 50% deposit via echeck, credit card, or physical check. If the client doesn't sign or submit the deposit within 7 days, on the 8th day they will receive an automatic email reminding them to do so. If they still haven't submitted a signed contract and/or a deposit our Event Support will call, email and/or text the client until the contract and deposit have been submitted. In some instances the client will decide not to move forward with the band and you will be notified of this via email by the Manager who booked the event..

Once a contract has been signed by the client, the Band's Contract Contact will receive an email asking them to countersign the agreement. Ideally the contract is signed ASAP. On the 4th day, the Band's Contract Contact will receive a reminder email.

I was sent a venue form directly, now what?

All venue forms should be sent to the Event Support Manager for review. Event Support will fill out the form on your behalf, send it to the Band's Contract Contact for signature and then send it back to the venue on the band's behalf.

I was requested to provide a Certificate of Insurance, now what?

Forward this request to the Event Support Manager to manage. On the band's behalf, Sam Hill provides a general liability policy ($1MM/occurrence; $2MM aggregate) but can accommodate specific insurance requests as necessary. The Event Support Manager will secure the COI and send it to whomever requested it.

What happens when I send Sam Hill a review from an event?

When you submit a review to the manager that booked your event, they will send this information to your RRM and Roster Coordinator and we'll post the review to your site.

The client is asking about adding additional instruments, time or a service that wasn't previously quoted, what's the plan?

These requests come up often after Handshake. Please send any of those requests to the booking manager that booked your event. They'll get the numbers straight, add it to the contract and make sure it's reflected accurately to the client for final payment.

The Hub

What happens if the client hasn't filled out their Event Profile?

We'll be putting you in touch with the client 45 days prior to the event. Prior to this date, Sam Hill has encouraged the client to fill out the Event Profile in order to better facilitate conversation with the band, however this doesn't always happen. In your communication with the client, please encourage them to fill out the Event Profile. If the client has not/will not complete their EP and the event is coming up, it is your responsibility to gather the information and complete the EP on their behalf. This is important so there is a record of what has been discussed/decided regarding the event.

What type of notes show up in the Agency Notes field in the Hub?

You would expect to see information that the client team thinks will be helpful to the band but that doesn't necessarily make sense for the client to see. Agency notes also appear on performer itins. Examples:

- Heads up about the planner/venue (The venue contact is very particular, be mindful of the details.)
- Venue specific information (Don't drive on the grass or You're playing under a tent on the lawn)

If a client has filled out the Event Profile, a band has accepted the EP, and then a client uploads a new timeline, will I be notified?

Yes! Once a band has accepted an EP, and then a client uploads a new timeline, the band members who have access to the hub would be emailed that a change has been made to the EP.

I have questions about The Hub!

You can find more information about how to use The Hub and Hub-specific FAQs here. Still have questions? Please reach out to your RM.

General Questions or Feedback?

We're happy to address them! Please email rosterteam@samhillbands.com.