



ALLEN

PERFORMING ARTS CENTER

***PROTOCOL & PROCEDURES
HANDBOOK***

HOURS OF OPERATION

MANAGEMENT AND PRODUCTION OFFICES

Monday - Friday

9:00 AM to 5:00 PM

School holidays excluded

**Any meetings or tours are by appointment only.*

BOX OFFICE

Two hours before ticketed performances

Additional times available at Client request

HOURS FOR RENTAL

Monday - Saturday

8:00 AM to 12:00 Midnight

Unavailable: Thanksgiving Day, Christmas Day and New Year's Day

Any deviation from these hours must be discussed in advance
and be included in the Rental Agreement.

ORGANIZATIONAL STRUCTURE

CENTER PERSONNEL - Center personnel are representatives of the Allen Independent School District Facilities Department, are the on-site authority during events, and are responsible for managing and maintaining the venue.

Venue Manager - The Venue Manager is responsible for the operation, supervision, and management of the Center. The Venue Manager is also responsible for carrying out policies and procedures approved by the District and Center. Unless otherwise specifically provided otherwise, the Venue Manager, and/or his/her designee, may also be referred to herein, variously, as "Center/Venue Management".

Venue Assistant - The Production Coordinator is responsible for successful execution of rental events. This includes overall venue management of areas such as: logistics, time, personnel, safety, etc.

Student Workers - The Center is first and foremost a teaching venue for Allen High School students. Students report directly to Center Management. Requests or concerns about student workers should be directed to Center Management.

Center Professional Contractors - The Center reserves the right to hire professional contractors at the expense of the Client for any staffing need that may be beyond the capabilities of a student worker.

VENUE SPACES

GENERAL OVERVIEW

The Center, as part of its agreement, will provide heat and air conditioning, electrical power, water, and sewage.

It must be understood that all spaces are rented as bare walls and floor. It is up to the Client to inform the Center staff of what is needed in the space.

ADA Compliance - The Center meets or exceeds all physical requirements for wheelchair accessibility and also provides upon request assistive listening radio frequency devices.

Public Spaces - Please note that this is a public high school and there may be concurrent events scheduled in other areas of the building. Public thoroughfare is possible.

Parking Lot - Parking is first-come, first-serve for Clients, patrons, and District personnel.

Data Services - Internet services are provided and managed by the District Technology Department. Request for access must be made through the Center. Usage is not a component of Client's rental agreement. Setup and usage fees may be applicable.

AVAILABLE SPACES

Performing Arts Center

Commons

Mainstage

- Lobby
- Back of House
- Scene Shop
- Dressing Rooms
- Green Room
- Classroom

Allen High School Fine Arts Spaces

Black Box Theatre

Rehearsal Halls

- Band
- Choir
- Orchestra
- Dance Studio
- Multi Purpose Room

BOOKING RENTAL SPACE PROCEDURES

All use of the Allen Performing Arts Center and Commons will be scheduled through the Venue Management Office. Allen ISD programs will be given scheduling priority for use.

This section details the procedures used for the advance reservation and booking for dates and spaces within the Center by both nonprofit and for profit Clients.

For the purposes of preparing a calendar of events, the Center's season will be defined as July 1 through June 30. Official Date Request Forms must be submitted on or after the first business day after July 15th of each calendar year. Requests will be considered on a first come, first serve basis, however, repeat Clients, in good standing, will have priority access to dates after District events have been scheduled.

EVENT CLASSIFICATIONS

Community - This group is reserved for Allen based community performing arts organizations that are unable to submit a Determination Letter from the Internal Revenue Service ("IRS") demonstrating tax exempt status for the Client under Section 501(c)(3) of the Internal Revenue Code, or another acceptable and applicable exemption provision, which produce programming that is acceptable under applicable community standards and that is open to the public. Use of this classification will be authorized by the Venue Manager and the determination of the Venue Manager will be final and nonappealable.

Non-Profit - Non-profit is defined as any renting organization that can produce a Determination Letter from the Internal Revenue Service ("IRS") demonstrating tax exempt status for the Client under Section 501(c)(3) of the Internal Revenue Code, or another acceptable and applicable exemption provision.

Commercial - Commercial refers to all other renting organizations that are unable to submit a Determination Letter from the Internal Revenue Service ("IRS") demonstrating tax exempt status for the Client under Section 501(c)(3) of the Internal Revenue Code, or another acceptable and applicable exemption provision.

RENTAL REQUEST [BOOKING] PROCEDURE

Step 1 - Check general venue availability at: www.AllenPAC.org/upcoming-events

Step 2 - Submit an online rental inquiry form at www.AllenPAC.org/rental

Step 3 - Additional event information will be collected from the Client and a tour/meeting may be scheduled if necessary.

Step 5 - Client will receive confirmation or non-approval of request. Submittal of Date Request Form does not guarantee approval.

Step 6 - If request is confirmed, the requested dates will be placed on hold. Based on information provided in the Date Request Form, a Rental Agreement and rental estimate will be issued.

Step 7 - Client must return the signed Rental Agreement and deposit, which is determined by Center Management, within ten business days of issuance. Rental Agreements that are not executed within ten business days will be considered null and void, and the dates will be released from the hold.

BOOKING RENTAL SPACE PROCEDURES (CONT.)

DEPOSIT (PREPAYMENT TOWARD EVENT)

Deposit will be defined as the prepayment of rental costs. Generally, a deposit is two hours of venue rental. Deposit is only refundable through the cancellation of event which is detailed below.

Acceptable Forms of Payment

- Personal Check *[Payable to Allen ISD and must include full name, current address (PO Box not accepted), telephone number and driver's license number with state]*
- Company Check *[Payable to Allen ISD and must include full name, current address (PO Box accepted), telephone number and driver's license number with state]*
- Cashiers Check
- Money Order

No cash, credit, or debit transactions will be accepted.

How to submit deposit

Payments may be mailed or hand delivered to :

Allen ISD Performing Arts Center
Attn: Russell Caudle
300 Rivercrest Blvd.
Allen, TX 75002

Please contact the Venue Management Office prior to hand delivering payment to ensure proper delivery.

DATE CHALLENGE

If two or more groups request the same date, the requests will be considered on a first come, first serve basis. The Client that submits their request first will have the full timetable, detailed above, to execute their rental agreement and pay their deposit. After that period has ended, if the first Client does not complete the booking process, the second group will have the same opportunity to reserve the space. Once a rental agreement is signed and the deposit is paid, the date is not subject to challenge.

CANCELLATIONS

For purposes of cancellation, a term is defined as the period of time that starts the day Center issues Client's Rental Agreement/deposit request and will end the first day of confirmed rental period. This term will be divided into thirds.

- 1st third of term cancellation - full refund of deposit
- 2nd third of term cancellation - half refund of deposit
- 3rd third of term cancellation - no refund of deposit

For example, if the term is 90 days and the Client cancels up to 30 days after Rental Agreement is signed, then the Client receives a full refund of the deposit. If the Client cancels 31-60 days after the Rental Agreement is signed, then half of the deposit will be refunded. If the Client cancels 61-90 days after the Rental Agreement is signed, then no refund will be issued.

All ticket revenues received by the Center up to the time of cancellation will be retained by the Center subject to refund to patrons.

RENTAL AGREEMENT

All venue use at the Center shall require a written and signed Rental Agreement, subject to terms and conditions specified in this Handbook. A signed and executed Rental Agreement is required before promotion, publicity, or ticketing of event may occur.

The Venue Manager, in his/her absolute and sole discretion, shall have the right to revoke any Rental Agreement, at any time, for any reason. The Center is not liable for expenses incurred or lost by the Client or for any incidental or consequential damages, if any, alleged to have been incurred by the Client by reason of revocation or termination of any Rental Agreement.

TIMELINE - Center Management will issue a personalized Production Timeline to help facilitate all needs and enhance communication. It is imperative for this Production Timeline to be followed for the ease and success of planning an event with the Center.

RATE PRINCIPLES - Venue Rental Rates are set out in the Center Rental Rate Sheet and may be revised at any time without notice. The Venue Rental Rate Sheet includes all charges the Center may assess such as: venue spaces, deposits, systems usage fees, staffing and box office service fees. Past rates and charges may not be applicable to current event.

Charges Based on Actual Use - Charges will be estimated based on the Date Request Form, but will be officially determined based upon actual usage. This usage begins at the time of building entry by Client, or any person involved with the event, and ends after Center Management has reviewed and approved the load-out condition of all used spaces. Any space used in support of an event, even if for storage or preparation, will be charged at the applicable rate reflected in the Venue Rental Rate Sheet. All time usage is assessed in half hour increments.

Four Hour Minimum - There is a four hour minimum charge for use of any venue space per day.

Utilities Included - Rental costs include reasonable utilities, seasonal heating or cooling, electricity, sewer, water, and gas. However, failure to furnish any utilities resulting from circumstances beyond the control of the District shall not be considered a breach of Rental Agreement.

Staffing - Center Management will determine, at its sole discretion, the minimum number of personnel required for Client's event. Personnel will be scheduled and directed by Center Management, subject to availability. All staffing expenses incurred will be the responsibility of the Client.

Systems Usage - Systems usage is defined as all other services and equipment used in the venue for Client's event. Systems usage will be planned out and estimated prior to the event. However, final invoicing will be based upon actual usage during the rental period.

INSURANCE - In compliance with GKD (Local), a Certificate of Insurance shall be furnished to Center Management at least 14 calendar days prior to the first day of Client's rental period. Any nonschool-related organization using school facilities shall be required to provide an original Certificate of Insurance, with the District named as the certificate holder, indicating a minimum \$2,000,000 combined single limit for bodily injury and property damage liability coverage. Furthermore, the District shall be named as an additional insured on the certificate of this policy.

The insurance carrier must hold a minimum rating "A" from the A.M. Best Company. The District reserves the right to determine the acceptability of a carrier regardless of its secure rating.

Any modification to these provisions regarding Insurance may be made solely by the Superintendent of the District or Venue Management.

GUEST ARTIST CONTRACTS - When the attraction is other than the Client, the Client agrees to furnish the Center with a copy of any and all contracts, riders, letters of agreement, etc. between the Client and guest artist. Portions of these documents concerning financial arrangements with the Client may be excised. The District shall bear no responsibility or liability for performance or satisfaction of the terms and conditions of any contract between the Client and any guest artist and the Client shall hold the District harmless from and against any claim arising thereunder.

PRE-EVENT PLANNING

All events are important to the Center because they are important to our Clients who produce them. Since the Center staff is not a part of the team that plans the event content, it is important that the Center is informed of all of the needs of the event before it arrives at the venue. These needs include schedules and all resources: staffing and equipment. In this way, the Center can prepare well in advance for the needs of the Client, ensuring that all events in the Center are facilitated in the best manner possible. Clients will have the responsibility of providing information regarding their event in a timely manner to the Center Management.

INITIAL PLANNING MEETING - The Initial Planning Meeting is intended to give you a preliminary tour and introduction to the services the Center has to offer. During this meeting, Center management will provide a walkthrough tour, supply relevant additional documents, briefly cover venue expectations, and start preliminary technical planning. Please reference the Production Timeline as to when this meeting should occur, but we prefer this meeting to take place sooner rather than later at a mutually convenient time.

PRODUCTION MEETING - This meeting is designed to solidify any and all event logistics. Topics covered include specifics from the following departments: lighting, audio, video, staging. Other details discussed will be daily itinerary and staffing. The Center encourages that all relevant Client leaders attend this meeting. This meeting should happen no fewer than 30 days prior to the first day of the Client's rental period.

Daily Itinerary - Client will work with Center Management to create a Daily Itinerary. The Itinerary will include all occupancy times for the Client. These times will be strictly adhered to. Time shall be of the essence and the time scheduled will not be extended for the occupancy or use of the premises or for the installation or removal of equipment.

On the first day of the rental period, Client and leaders of the Client's organization/production team must be present for a 15-30 minute Safety Walkthrough and Venue Orientation. This must be done before any setup or rehearsal will be allowed. This will be scheduled before any volunteer workers or performers arrive.

Events lasting more than 4 hours consecutively must have time allowances for the technicians and Center staff to have a 30 minute meal break. For rehearsals, a 15 minute break is suggested approximately every 2 hours.

There must be at least 1.5 hours between consecutive shows. This facilitates the clearing and cleaning of the house, a brief break for staff, and set up for the next show before house re-opens. Additional cleaning charges may be assessed.

Multi-day events must allow a minimum of 10 hours between one evening's end time and the following morning's start time.

Client Equipment - Any equipment, props, scenic elements, etc. brought into the building must be approved by Center Management.

The Center Management reserves the right to require the removal of any of the Client's equipment or materials which, in their judgement, may be considered damaging to the Center's equipment or hazardous to the safety of any person occupying the space.

Please plan to bring all supplies necessary for the success of your event. The Center will not be required to provide items such as:

Moving Supplies: dollies and carts

Electrical Supplies: extension cords, power strips

Table Linens

Office Supplies/Services

Floor Plans from Client - Client must provide the Center with detailed floor plans of proposed set ups of Commons, Lobby, Stage, and Back of House areas. Floor plans must provide adequate aisle space and must not prevent access to fire exits, fire hose cabinets, and fire alarm pull stations. Displays shall not reduce the passage through any walkway. Drapes and displays may not obstruct exit signs. All floorplans must approved by Center Management.

PRE-EVENT PLANNING (CONT.)

PRODUCTION MEETING (CONT.)

Open Rehearsal - If house will be occupied during a rehearsal, this is considered an open rehearsal. The Center reserves the right to employ necessary front of house personnel to enforce Center protocols at the expense of the Client. Applicable clean up charges may also be assessed.

STAFFING - Staffing will be solidified during the production meeting. The Center Management reserves the right to forbid or restrict the employment of any individual or organization if the Management determines, at its sole discretion, that injury or damage to equipment might result from such employment or if the individual or organization has previously demonstrated an unwillingness or inability to abide by the policies of the District and procedures of the Center.

Venue House Manager - The Venue will furnish a House Manager at each performance or event to supervise Front-of-House operations. The authority of the House Manager is absolute with regard to time of opening the house, start of the program, length of intermission, safety of staff and audience and protection of the venue. Any and all concerns regarding Front of House operations must be brought to the attention of the Venue House Manager. Concerns may include: personnel, technical issues, cleanliness of venue, lighting and more.

Client House Manager - The Center strongly advises Clients to have a House Manager capable of aiding the Center's House Manager in Front-of-House operations, especially if there are volunteer ushers provided by the Client.

House Ushers - The Center will provide the minimum required number of house ushers for the event at the Client's expense. Clients may provide their own volunteers to distribute programs, sell merchandise, or greet patrons.

House Ushers' main responsibilities are:

- *Ticket taking*
- *Escorting patrons to their seats*
- *Enforcing Venue Expectations and Rules*
- *Responding to Emergency Situations*

Security Personnel - The Client, at the sole discretion of Center Management, may be required to employ law enforcement officers or security guards, at the sole cost and expense of the Client, to help ensure the safety of attending patrons as well as help prevent the destruction of District property. Employment of security personnel does not release the Client from liability for any damages incurred or injuries sustained while the building is occupied by the Client.

Client Subcontractors

Any communication between subcontracted groups brought in by Client and Center Management must be done with Client present. The Client may not enter into any subcontract associated with presentation or execution of any performance or event in the Center without the prior written approval of the Managing Director.

Any subcontracted groups hired for production support must follow school guidelines. It is the responsibility of the Client to make all policies, protocols, and procedures known to all groups within their event. The District shall bear no responsibility or liability for performance or satisfaction of the terms and conditions of any contract or agreement between the Client and any subcontractor and the Client shall hold the District harmless from and against any claim arising thereunder.

PUBLICITY/MARKETING

All marketing and advertising for the event is the sole responsibility of the Client. An executed Rental Agreement and paid deposit are required before the Client may promote, publicize, or sell tickets for the event.

Clients are required to direct all potential patrons to Client's website for information about the event. Dates and start times of public events taking place in the Center will be listed on the Calendar of Events on the Center's website. However, the Center's main web pages are reserved for District event publicity only.

Client must get prior written approval from Venue Management before displaying any pre-event promotional materials on District property.

Use of the identity and graphics associated with the Center are provided in a separate document entitled Brand Style Guide.

TICKETING SERVICES

EXCLUSIVE TICKETING RIGHTS - The Center is the sole ticket agency for all public events that take place in the Center's Mainstage, which can accommodate approximately 1500 patrons. Any expenses incurred will be the responsibility of the Client.

COMPLIMENTARY TICKETS - Complimentary tickets are available to the client event organizers upon request. Generally, the first 30 complimentary ticket requested by the client will not have any fee associated with them. Additional complimentary tickets after the initial 30 may be subject to fees.

The Allen ISD Board of Trustees and Superintendent shall have access to 24 event seats, without charge, as ambassadors of Allen ISD to all events. Typically the box seats on either side of the house are reserved for this purpose.

The Center reserves the right to require Client to provide 10 complimentary tickets per performance to Center Management to use at their discretion. Should said tickets not be used, the Management reserves the right to return them to the box office.

DEFAULT - If Center determines in good faith, based on reliable information that there is a reasonable possibility any event may not take place as advertised, or if the Client is in default under the Rental Agreement, the Center may, at its sole discretion, stop any sale of tickets until the Center receives satisfactory assurance, in the sole discretion of Center Management, that the event will take place as advertised and any such default has been resolved.

NON TICKETED EVENTS - As a measure of crowd control, the Center has the right to implement a "General Admission" ticket system to account for the audience within the Center.

GENERAL VENUE EXPECTATIONS

All District policies, federal, state, and local laws, are in effect 24 hours a day including any time the Client occupies the venue. Any misrepresentation by any organization or individual, any abuse of any District property, any violation of state, local, or federal law or any violation of any District policy, rule, or regulation may result in:

- 1 - Immediate termination of the Rental Agreement
- 2 - Requirement to immediately vacate the premises, at Client's expense, with no refunded monies
- 3 - Denial of that organization's or individual's request for future use of the venue

The following expectations are applicable to anyone occupying the venue including, but not limited to: the Client, any agents employed by the Client, performers, patrons, volunteers, and guests. It is the responsibility of the Client to make these expectations known to anyone they bring to the venue.

Adhesives - Client may not affix anything to walls. Tape and fasteners (nails, screws, tacks) of any type are not permitted on any surface. Printed signs must be displayed on easels.

Animals - Animals, other than those required by persons with disabilities, will not be allowed in the Center for any reason other than for necessary use during an event, without prior written approval from Center Management. Animals required for an event, and approved by Center Management, will only be allowed in the venue for such time as they are required to participate in any rehearsal or performance.

Art Gallery - The second floor Art Gallery is not managed by the Center. The Center does not control art exhibits, or their content. It is unavailable for rental, and resources inside the gallery may not be used. Client may not rearrange or alter any part of the gallery.

Content - All content and information (music, text, dialogue, other) presented must be "radio edit" clean, and reflect the District standards of propriety. The Center staff may not be requested to provide content (audio or visual). The Client is ultimately responsible for the production and should make every effort to have all materials.

Decorating - Decorating must be done from ladders. Please do not use chairs, table tops, or other surfaces to stand on while decorating for your safety.

Deliveries - Any and all deliveries must be scheduled through Center Management to ensure that the venue will be able and available to accept said delivery. The Center will not be held responsible for any missed or delayed deliveries or the safekeeping of such deliveries.

Doors - Exterior doors to the venue may never be fully or partially propped open. If excessive trips in and out of the building are necessary for Client loading or unloading, Client should contact Center Management.

Egress - For safety and egress, Clients may not block any doors, entries/exits, windows, light fixtures, hallways, etc. Client may not place tables, chairs, booths, or other items in these areas.

Equal Opportunity - Participation or attendance of patrons shall not be restricted for reasons of race, religion, sex, creed, national origin, or physical handicap.

Flammable Materials - Open flames in any area of the building are strictly prohibited regardless of how they are fueled. If an open flame is necessary for the event, written approval must be granted by Center Management before open flame may be used. No flammable materials such as bunting, tissue paper, crepe paper, etc. will be permitted as decorations in any part of the venue. All other materials used for decorative purposes must be treated with a flame proofing substance and approved by the City of Allen Fire Department.

Furniture - No venue fixture or furniture may be moved, adjusted, or otherwise modified by anyone other than Center Management.

Intoxicants - State law prohibits the possession or consumption of alcohol or any other intoxicants on school property. Being intoxicated or otherwise under the influence of any substance on school property is strictly prohibited.

Issues - Client must notify Center staff for any issue regarding your event needs.

Keys - Only authorized employees of the District shall be permitted to have keys to District spaces.

Licenses - Clients must obtain all permits and licenses required by laws, ordinances, rules and regulations in the State of Texas and City of Allen, including licenses to perform all copyrighted material. Client shall assume all costs arising from the use of patented, trademarked, franchised, or copyrighted music, materials, devices, processes, or dramatic rights used or incorporated in the event. Client agrees to indemnify, defend, and hold harmless the Center and the District, its officers, agents, employees and representatives, from any claims or costs including legal fees which might arise from the questioning of use of any material described above. Center Management will, at anytime, have the right to require Client to furnish satisfactory evidence that all required licenses have been obtained.

Lost Articles - Center Management will have the sole right to collect and to have custody of articles left in the venue by persons attending events presented in the Center. No one other than Center staff shall collect or interfere with the collection or custody of such articles. Management will make every effort to reunite lost articles with their owners; provided, however, that the Center will not be responsible for incurring any costs for returning lost articles to their owners. After a reasonable period of time, not less than sixty days, all unclaimed articles shall become the property of the Center to do with or dispose of as Management deems fit.

GENERAL VENUE EXPECTATIONS (CONT.)

Minors and Children - All minors must be under adult supervision at all times. Clients must provide a minimum of two adult chaperones for events involving minors. The required ratio is one adult to every 15 minors, with a minimum of two adult chaperones present and engaged at all times.

News Media - If Client is aware that news media may be present, or if news media arrives unexpectedly, the Client is required to notify Center Management immediately. Center Management must approve backstage access for news media.

Occupancy - Client must be present whenever the building is occupied by Agents of the Client, performers, volunteers, or patrons. No one will be allowed into the venue unless the Client is present. It is the responsibility of the Client to notify all persons involved when the venue will be open for occupancy.

Parking - Parking is first-come, first-serve for Clients, patrons, and District personnel. The Center will not provide staff in the parking lot areas. District property is considered a public right of way where many events take place. If Client's event requires priority parking, please discuss this with Center Management during the planning and production meetings. There is no parking in the circle drive in front of the Center. There is no driving or parking on the concrete pavilion located in the front of the entrance to the Center.

Patron Etiquette - If the audience behavior is not appropriate, it is the responsibility of the Client to stop the performance and address the issue.

Prohibited Behavior - The following behavior is strictly prohibited while on District property. If anyone is observed doing any of the following, they will be deemed an objectionable person. Center Management reserves the right to eject objectionable persons from District property and the Center will not be held liable to Client for any damages that may be sustained subsequent to the exercise of such right.

- Sleeping in any part of the venue
- Soliciting, panhandling, or distributing handbills
- Bathing, shaving, washing clothes, or otherwise misusing a restroom
- Engaging in voyeurism/peeping or disorderly conduct as defined by Texas Penal Code 42.01
- Physically, verbally, with gestures, or otherwise threaten, abuse, intimidate, or assault another person, including intentionally dispensing any chemical that will emit a foul or offensive odor or cause irritation of the eyes or skin
- Skateboarding, rollerblading, hoverboards, or utilizing any "wheeled" footwear
- Interfering with an employee in the performance of said employee's duties, by means including, but not limited to, inappropriate conversation or behavior, sexual advances, or physical and/or verbal harassment

- Engaging in conduct which disturbs the reasonable use of the venue by the public and by staff or puts others in reasonable fear for their physical safety
- Violating any laws of the United States of America, State of Texas, or the City of Allen, Texas.
- Violating any District Policies

Right of Entry - Client will afford the Center's staff the right to enter any part of the Center at any time in the performance of their normal job duties.

Smoking - The District's "Tobacco Free Policy" prohibits the use of tobacco in ANY form, in or on any District property. The policy includes, but is not limited to, all buildings, vehicles, property (outdoor or indoor), and all staff, students, parents, visitors, and patrons. Violators may be fined.

Tables and Chairs - Tables and chairs are available upon prior written request and Center approval. The Center does not provide table linens, but it is highly recommended that Clients utilize linens for all public areas. Tables are six feet in length.

Technical - Please reference the Center Technical Specifications Packet for any and all technical concerns.

Trash - It is the Client's responsibility to ensure that all litter is picked up and disposed of properly. If Client anticipates a large volume of trash either during or after the event, please notify Center Management during the planning or production meetings.

Valuables - No lock box or secure room is provided to Clients by the Center. It is suggested that any personal valuable not be brought into the venue.

VIP Guests - If Client is aware that VIP Guests may be in attendance, it is the responsibility of the Client to notify Center Management immediately. Additional Center resources may be necessary to facilitate VIP Guest's security measures and should not cause an interruption to production plans.

Visitors - Clients and visitors must enter doors 15-20 of the Center. Any visitors to the Center during active school hours must check in at the security desk, present valid state identification, and receive a name badge. Client will be unable to enter the building if this process is not adhered to.

Weapons - As a venue owned and operated by Allen ISD, the Center does not allow on its premises any persons carrying firearms or any other weapons, except those carried by law enforcement officers who are on duty. The use of any kind of firearm or weapon for theatrical purposes, e.g., a blank pistol, requires prior written notification to and approval of Center Management.

VENUE EXPECTATIONS - COMMONS

Catering - All caterers must be approved, in writing, by Center Management and a Catering Agreement will be drawn up. Prior to approval, caterer must meet with Center Management to review the venue and protocols pertaining to catering activity, including the opportunities and limitations within the venue. Client and Caterer will be responsible for reading and understanding the Catering Guidelines.

Caterer will be responsible for participating in the post-event walk through, and Client will be held responsible for any and all damages.

Decorating - All decorations must be approved, in writing, by Center Management at least 7 calendar days prior to the start of Client's rental period.

- Decorating may only occur at the start of the rental period. Decorations must be removed completely before Client vacates the venue at the end of the rental period.
- No tape or fasteners of any kind are permitted on any surface in the Center. All decorations must be free standing.
- Decorations of any kind must be completely constructed and painted before they are brought into the building.
- Any decorations left after the Client has vacated the venue will incur cleanup fees.
- Glitter, Confetti, or any similar item is not allowed.
- Helium balloons (latex and mylar) are not allowed in the Commons.

Floor - Rubber coated wheels are the only types of casters permitted on the Commons floor. Pallet-jacks are prohibited on the shiny tile. Please notify Center Management of any slippery surfaces or if it starts raining.

Furniture - Furniture, benches, and other movable items in the Lobby and Commons have been placed in standard and fixed locations. Client may not move or relocate these items without the prior consent of Center Management. Client will be responsible to return the Center's items to their standard location after the event or the labor costs will be charged back to the Client.

Information/Security Desk - The security desk may be utilized as an information desk, but it may not be used as a storage area. Access to the Box Office cannot be obstructed by Client belongings.

Lighting - Lighting in the Commons utilizes photosensors to save energy. Center Management is unable to override the photosensors and have limited control over light.

Signage - Informational and directional signage must be printed, not hand made. Client must receive prior approval from Center Management before posting any signs or displays. Signage may not be affixed to any surface of the Center. Center Management will assist Client by providing proper signage display methods such as easels, sign holders, etc (no chairs). This must be discussed and planned out during the production meetings. Signs that are found taped will be taken down immediately by Center Management.

Technology available:

- Video Wall
- Column Televisions
- Cinemassive Ribbon Strip
- Audio Capabilities

VENUE EXPECTATIONS - LOBBY

Event Programs - The Client is responsible for the production, printing, and delivery of the event program to the Center. Event programs must be delivered to the Center House Manager at least two hours prior to the event start time. The Center's ushers will be responsible for assisting with the distribution of the Client's programs. Any remaining programs will be discarded or recycled immediately after the performance unless prior arrangements have been made with Center Management. The Center retains the right to insert promotional material of its own choosing into any programs distributed within the venue.

Food Concessions - The Center does not operate or manage concessions. Should the Client request to have concessions during their event, prior written approval from the Center Management must be obtained. The Center will not staff or stock concessions tables. This must be done solely by the Client. Center Management, at any time, may request proof of required permits or documents under relevant laws. Center reserves the right to require additional staff if concessions will be available. It is imperative that food and drink are not permitted in the house. Center will provide a sign that must be prominently displayed on the concessions table that will state no food or drink will be allowed in the house. Food that is served, regardless of whether it is bought or given away, must be commercially prepared and pre-packaged. The Client shall comply with all applicable federal, state and local laws, rules and regulations, including, without limitation, District Policy, regarding food service or concession operations and activities.

Handbills/Flyers/Brochures - Any promotional materials must be approved by Center Management prior to their distribution during the Event. It is up to the Client to ensure that all promotional materials are picked up and disposed of properly during the cleanup period. If excess trash is left behind, additional clean up charges may be applicable.

Holding the House/Event Start Time - All events must begin promptly at the published start time listed on all promotional materials and tickets. Center Management may allow the house to be held no more than five minutes due to weather conditions, excessive walk up ticket sales, or other unforeseen circumstances that would require more time before the event begins. All sound and technical checks must be completed before the house opens.

Late Seating - Client may opt to have a Late Seating Policy in place. Late seating occurs when patrons who arrive after the start of the performance are held in the Lobby until an appropriate point in the show.

Pre-show Audio Loop - The Center reserves the right to play an audio loop welcome message in the Lobby before any event held in the Mainstage. Message content is decided solely by the Center.

Product Merchandising - Client may sell product merchandise in the Commons or Lobby area. Client must be self-sufficient in operation. Center Management, at any time, may request proof of required permits or documents under applicable laws.

Visiting with Family and Friends - At the end of a performance, all performers and production staff of the Client should go into the Lobby to meet and greet with patrons. Only staff and essential personnel are permitted on stage and in the back of house areas at all times.

VENUE EXPECTATIONS - SEATING AREA (HOUSE)

The use of the theater seating area shall be restricted at all times during performances. This means that during all rehearsals, setup/strike periods, and even performances, a Client's personnel shall, to the extent practicable, restrict all of their activities to the stage, backstage, dressing rooms, Green Room and control booth areas. The intent of this is to avoid situations where it becomes necessary to re-clean the seating area after it has been prepared for a performance. This also helps to protect carpeting and seat upholstery from unnecessary wear and soiling and to ensure that seats are not used as storage places for coats, musical instrument cases, etc. If the Center Management deems it necessary to re-clean an area before a performance due to the use of the house, the Management may, at its sole discretion, assess a supplemental cleaning charge.

Aisles - Aisles shall be used only as passageways and shall be kept unobstructed at all times. No tripods or other devices are allowed to be placed in the aisles.

Patron Etiquette - Proper etiquette must be followed by all patrons. No food or drink (excluding water) is permitted inside the Seating Area. Patrons should not prop up their feet. Trash should be placed in the proper receptacles in the Lobby or Commons.

Pre-show Announcement - A pre-show announcement is required for all performances. This announcement must include the following:

- *No food or drink is allowed in the audience at any time.*
- *Please take a moment to look around and locate the nearest illuminated emergency exit sign. In the event of an emergency use this exit.*

Any additional statements may be added by the Client, with Center Management approval such as:

- *Photography/Videography*
- *Special Effects*
- *Cell Phone*
- *Appropriate time to enter/exit the seating area*

Roping Off - Nothing may be attached to the arms of the aisle seating covering the aisle lights. This is a fire hazard and creates an unsafe environment.

Standing Room - The Center prohibits standing in the house. All audience members and volunteer ushers must be seated or they will be removed.

Strollers - Strollers are not allowed inside the seating area.

Tripods/Monopods - Tripods and monopods are not allowed inside the seating area.

Walkers - Unused wheelchairs and walkers should be stored in a designated area outside of the house. Center Management can assist Client with the logistics of this.

VENUE EXPECTATIONS - STAGE AREA

Backstage Access - The Center will station ushers at doors leading to the backstage areas. If the Client requires full access to the back and front of house, the Client must provide the Center with a list of names of persons needing access to backstage. The Center may provide Client with backstage passes or name badges to allow access to all necessary areas of the Center.

Backstage Guests - Guests are not permitted anywhere onstage before, during or after a performance, or during intermission. All doors leading to the stage will be locked and no admittance gained following a performance and during an intermission. Guests are welcome to come backstage by the house left hall if the Client wishes, but no admittance to or through the stage will be allowed. This is a safety issue as well as a logistical concern. Center staff need to be able to do their work quickly and without obstruction.

Client Stage Equipment - Any equipment, props, scenic elements, etc. brought into the building must be approved by Center Management. The Center Management reserves the right to require the removal of any of the Client's equipment or materials which, in their judgement, may be considered damaging to the Center's equipment or hazardous to the safety of any person occupying the space. All scenic materials brought in by the Client must be flame-retardant treated or non-flammable in nature.

Client Stagehands - Client may provide their own stagehands who will be responsible for any stage related duties not provided by the Center. Client stagehands may not operate any Center equipment or fly rail under any circumstances. The Center Management reserves the right to demand the removal of any member of the Client's crew whose conduct or procedures may be considered damaging to the equipment or hazardous to the safety of any person occupying the space.

Crosstrough - Performers should pass through BOH hallway, not behind the curtain, when trying to get from one side of the stage to the other.

Dance Floor - The Center has Rosco Adagio dance floor available for use. Rosin is never permitted on the Center's dance floor. All set pieces used while the dance floor is in place must be padded and will be inspected by Center Management.

Electrical Patch/Tie In - Patch/Tie in is available upon written request and Center approval during production meetings. Enough notice must be given to schedule required District personnel. Patch/Tie in/out must be performed by District Electricians ONLY.

Fire Curtain - There is a motorized fire curtain just upstage of the proscenium opening. The purpose of the fire curtain is to create a fire barrier between the stage and seating area. It may be triggered manually from a panel on either side of the proscenium, or by the melting of fusible links throughout the system. The fire curtain is not visible from any seat in the house, and may not be altered or interfered with in any way. There must be a clear path underneath the fire curtain at all times.

Fly Rail - The fly rail stage right (to the right when facing the audience) must remain free and clear of obstruction at all times.

Food or Drink - No food, drink, or gum is allowed on stage or in production booths for any reason. Bottled water is permitted on stage, however, Client is responsible for ensuring trash is disposed of properly and promptly. Bottled water left on stage at night could result in this privilege being revoked.

Haze Machines - Haze machines must be approved in writing by the Center Management. Oil-based haze machines are prohibited.

Operation of Equipment/Systems - Do not operate or attempt to operate any mechanism on the stage. This includes, but is not limited to, flying battens, pressing buttons, plugging/unplugging any cords.

Musical Instruments - Rock stops are to be used with all pegged instruments in the Center. Cases may not be stored on the stage floor. Client should discuss with Center management for logistics about uncasing.

Running - No running on stage. While running for any reason is highly discouraged, if it is necessary for the production, Client should consult Center Management so that all logistics are taken care of.

Special Effects - The use of theatrical smoke, dry ice, fog, laser, strobe lights or lightning effects must be approved by Center Management in writing. A fire watch will be required if the smoke detectors are bypassed to accommodate the smoke/fog/haze requirements of the event. If Client requires such effects, this must be discussed and logistics solidified in production meetings. Additional staffing costs will be assessed. Center Management reserves the right to post signage specifying any special effects that will be used during the event.

Spike Tape - If tape is needed to mark the stage, the Center will provide the appropriate tape to be used on the stage floor with prior notice. Client will be responsible for removing all tape after the event as part of the clean up and restore. Any other type of tape may not be used. Any unauthorized tape on stage will be removed immediately.

Stage Apron - Stairs are located on either side of the stage into the seating area. Please do not jump on or off the stage. Please do not sit on the edge of the stage.

Wings - Wings are the areas on the sides of the stage that are not visible to the audience. Wings must remain organized and a pathway must be present at all times. Props should be stored neatly, and not scattered. Prop tables are available upon prior request.

VENUE EXPECTATIONS

SCENE SHOP (J118) - The scene shop is reserved for authorized personnel only. If Client is not using the scene shop to build for their event, the space will remain locked and anyone other than Center personnel will not be allowed into the room. All District tools are reserved for District use only. If Client wishes to build prior to their event, a Construction Agreement will be drawn up and must be executed before building may occur.

CLASSROOM (COSTUME SHOP - J115) - The classroom can be used as a general common room. This room could be used as an additional dressing space, holding room for lining up performers, or a cafeteria. Should this space be used as a unisex dressing room, adequate dressing screens will be required to provide privacy.

DRESSING ROOMS (J116, J117) - Dressing rooms are equipped with vanity lighting, mirrors, countertops, chairs, restrooms, and showers. Lockers are available upon request.

GREEN ROOM (J114) - The Green Room is available for VIP adult guests only. No more than eight guests are permitted in the room at any time. No children under the age of 18 are allowed in the room unsupervised.

LOADING DOCK - The loading dock is reserved for the unloading/loading of vehicles only. All vehicles must be moved to a designated parking spot immediately after unloading/loading has completed. Unattended vehicles parked in this area are subject to towing at the owner's expense.

TRANSITION ROOM (J120) - This room is often used as a storage room for the Center. It is possible for rental use of this space, but prior authorization must be granted.

HALLWAYS - There is absolutely no running permitted in hallways and they may not be obstructed in any way.

PRODUCTION BOOTHS (LIGHTING, AUDIO & VIDEO) - Center personnel are the only authorized operators of Center equipment and technology. Essential personnel only in these areas.

ADDITIONAL SPACES - If additional spaces are being used, the Center may require Center personnel to be present as a room monitor, at the expense of the Client.

Technical equipment in each space may be operated by Center personnel only.

Client must return the room to its original condition after use.

These spaces include:

Band Hall (H146)

Orchestral Hall (H104)

Choir Room (H102)

Multi-Purpose Room (H146)

Dance Studio (H107)

Black Box (H100)

UNFORESEEN CIRCUMSTANCES (EMERGENCY PROTOCOLS)

INTERRUPTION/TERMINATION OF EVENT - Center Management shall retain the right to cause the interruption or termination of any performance in the interest of public safety.

EVACUATION OF VENUE - Should it become necessary in the judgement of Center Management to evacuate the premises for reasons of public safety, the Client will retain possession of the premises following restoration to normalcy for a sufficient time to complete presentation of the activity without additional rental charge. If, at the discretion of Center Management, it is not possible to complete presentation of the activity, rental shall be forfeited and pro-rated. The Client hereby waives any claim for damages or compensation from the Center.

Fire Alarm - Whenever the Fire Alarm sounds, everyone must evacuate the building whether it is a suspected false alarm or true fire emergency. No exceptions will be made.

EVACUATION PROCEDURE - The following method will be adhered to whenever evacuation is necessary.

In any evacuation or emergency scenario, the first and most important step is to remain calm.

Audience members should evacuate to the front entrance and stay in the main parking lot. Fire lanes and building entrances must remain clear and free of obstruction. Everyone should remain outside until an all clear is given by Center Management to re-enter the building.

Performers and production members should evacuate through the back of the building and remain outside until given an all clear by Center Management to re-enter the building. All fire lanes and building entrances must be clear and free of obstruction.

WARRANTIES - The Center will make every effort to keep its equipment available and in good working order. However, if equipment is out of service for any reason, the Center will not be responsible for providing replacement equipment. Any malfunction of equipment provided by the Center should be reported immediately to the Center Management. The Center, in its sole and absolute discretion, reserves the right to make its equipment unavailable to a Client in the event the Client's planned use is deemed potentially dangerous to the Client or to such equipment.

The Client hereby waives all defects that may exist on the premises to be used by the Client. The venue and/or premises being furnished pursuant to this agreement are being furnished without warranty and the Client, using the same, agree to accept said spaces for use in their "As Is" condition. The Client also agrees that the Allen ISD, its Board of Trustees, Agents, Employees and Representatives of the District shall not be liable to the Client for damages regardless of whose negligence or acts of omission cause such injury or damage. The Client agrees to indemnify and save harmless the Allen Independent School District, its Board of Trustees, Agents, Employees and Representatives from all suits, actions, claims, expenses, including attorney's fees and damages of any character, type of persons or property arising out of or occasioned by the use of the premises used by the Client, its Agents, Patrons, Visitors, Guests, Representatives, Employees, or other persons allowed on premises by the Client during the time set forth in this agreement.

POST-EVENT PROCEDURES

At the conclusion of Client's activity, the following procedure should be followed.

Encourage all patrons and non-essential personnel to vacate the venue.

CLIENT RESPONSIBILITIES - It is the Client's responsibility to ensure the spaces are clear of all Client belongings and trash is picked up and put in the proper receptacles.

VENUE RESTORE RESPONSIBILITIES - Center staff members have certain post-show and post-event responsibilities to complete before they are dismissed. These duties are not necessarily related to helping Client clean up and vacate the premises.

FINAL WALK THROUGH - Client should contact Center Management when clean-up has been completed for a final inspection of all spaces used. If areas are found in unsatisfactory condition, subsequent clean-up will be required and may be subject to additional fees.

DAMAGES - Damages made to District property while Client is occupying the space will be paid by the Client unless sufficient proof is provided to show that neither the Client, nor anyone brought to the premises by the Client, nor patrons of the Client, did not participate, or know about the damages made. Misuse or abuse of District equipment will result in the immediate denial for further use. Client shall make no alteration, temporary or permanent, to District property without the prior written consent of Center Management.

VACATION OF PREMISES - Client may not leave any belongings or leave anything stored in the venue for later pickup. Center Management may remove any and all abandoned property of the Client immediately after rental period ends, and additional charges may apply.

SETTLEMENT - Center Management will issue a final invoice within three business days. This invoice will include actual usage charges for:

- *Time in the venue*
- *Labor*
- *Systems usage*
- *Additional miscellaneous fees incurred*

Client has five business days from issuance of final invoice to submit final payment to the Center.

Once the Center receives the final invoice payment, the Center will issue a check to the Client for any ticket proceeds within ten business days. A portion of ticket revenue may be held for up to 90 days to cover any patron chargebacks.

CONFLICT OF DOCUMENTS STATEMENT

If there is a conflict or contradiction among the Rental Agreement, this Protocols and Procedures Handbook, any other supplemental documents required to be executed and returned by Client to the District in connection with Client's use of the Center, the provisions of this Protocols and Procedures Handbook shall control. However, the other documents often will expand on the basic provisions of the rental agreement and will be enforced, event if not specifically spelled out in the rental agreement.

RIGHT TO AMENDMENT

The Center reserves the right to change and amend the Protocols and Procedures Handbook, any supplemental documentation forms regarding use of the Center, Rental Agreement and the Rates for use of the Center at any time. Changes to this Protocol and Procedures Handbook will go into effect immediately without further notice to the Client. Any cost estimates previously issued and approved in writing will remain valid. In all cases, the Center will use reasonable efforts to mitigate undue hardships caused to the Client by such changes and amendments.