

# **PITTSBURG MEMORIAL AUDITORIUM AND CONVENTION CENTER**

## **POLICIES AND PROCEDURES**

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## TABLE OF CONTENTS

Hours of Operation	3
Booking and Scheduling	3
Contracts	
Payments	
Damage deposits	
Refunds	
Event services	4
Pre-event and Post event meeting	5
Insurance	5
Multi-use and Public Areas	5
Animals and Pets	6
Decorations and Pets	6
Elevators	7
First Aid	7
Fire Detection and Reporting	7
Emergency Procedures	8
Equipment	8
Fire and Safety Regulations	8
Food and Beverage Service	10
Caterer Policies	
Alcoholic Beverages	
Keys	11
Freights	11
Ticketed Events and Box Office Policies	11
Ticket Sales	
Box Office Policies	
Personnel Requirements	
Lighting, Ventilation, Heat, Air Conditioning	13
Auditorium Sound System	14
Performances	14
Novelties and Photography	14
PCT and PSU Space Available Rehearsal Policy	15
Two Week Block	16
Painting and Set Construction	
Usher and Ticket Taker Policies	16
Lost and Found	17
Event Settlement	17
Compliance with State and Local Laws	17
Paging	17
Parking	18
Sales Tax	18
Smoking Policy	18
Security	18
Overtime	18
Damage to Facility	18
Backstage	19
Visitors	
Admission of Persons without Tickets	19
Vehicles	19
Marquee	19
Water Service	19
Phone Service and Internet	20

\* NOTE: The City of Pittsburg Memorial Auditorium and Convention Center will be referred to in the body of this manual as the MACC or Center.

## **Hours of Operation**

The MACC is a subdivision of the Department of Recreation & Parks within the City of Pittsburgh. Administrative office hours are Monday through Friday, 8:00 a.m. - 5:00 p.m. The administrative office is closed on all major holidays.

Administrative offices are closed from Christmas Day through New Years Day.

## **Booking and Scheduling**

The general manager is the only individual authorized to contract events within the MACC. Scheduling of events may be completed through the MACC Office Manager and Technical Director.

### ***CONTRACTS***

- A. *A lease agreement must be signed to confirm reservations.*
- B. *Tentative bookings will be held for ten (10) working days only. After that time, a decision as to whether or not to rent the space will be required from the interested party/parties.*

### **Sec. 58-168. Terms and conditions of lease.**

In addition to the form lease, the following terms and conditions shall apply to every lease:

A lessee by entering into such agreement shall thereby waive any claim against and shall indemnify, save and hold harmless the City and its Governing Body and its agents, officers, employees, and representatives against claims of any and all persons for injury to persons or damage to property occasioned by or in connection with the use of the premises by lessee.

### ***PAYMENT***

- A. *Payment will be according to City Code and the User Fee Schedule.*
- B. *25% of the rental fee will be required within ten (10) days after receiving the lease to insure reservation. The balance of the rental fee will be due fourteen (14) working days prior to event.*
- C. *In the case that an event is not scheduled more than fifteen (15) days prior to the reservation, payment in full at the time the lease agreement is signed will be required.*

**DAMAGE DEPOSITS**

- A. *Damage deposits will be required of any organization allowing the consumption of alcoholic or cereal malt beverages. The damage deposits are included in initial lease and will be processed for refund the first business day after the event, minus the damage assessment, if any. Checks are mailed Friday following the event.*
- B. *SCHEDULE*
  - 1) *\$250 will be required of all private or organizational parties.*

**REFUNDS**

- A. *Written Notification 120 days prior to event full refund.*
- B. *Written notice of cancellation at least forty-five (45) days prior to the date reserved – 1/2 refund.*
- C. *Cancellation of an event less than forty-five (45) days prior to the date reserved – no refund.*

Rental rates are assigned to each event in accordance with the MACC rate sheet. Negotiations can apply only to special events.

In general, all open dates will be honored in accordance with the following Priority Listing:

Priority 1 – Reoccurring events/long time tenants.

Priority 2 - City or municipal sponsored events

Priority 2 - Hotel conventions or conferences

Priority 3 - Outside rentals based on a first-come, first-serve basis

Tentative dates can be placed on the calendar without a contract being issued. If this date is challenged, the tentative lessee will be notified by the MACC of this challenge and be given 48 hrs to pay the building deposit and contract the date. The date will be released if the 48 hrs expires without a signed contract and building deposit in the possession of the MACC.

**Event Services and Expenses**

MACC offers a list of event services which may be necessary for the successful operation of your event. Potential expenses for these services may be incurred in addition to the basic rental for your event. Please discuss these services with your event planner for cost breakdown before your event.

## **Pre-Event and Post-Event Meeting**

It is strongly recommended that you arrange a pre-event meeting with a MACC event planner.

This meeting should be conducted at least fifteen (15) business days prior to the event. This will provide an opportunity to review the event with your planner and meet the members of each operating department that will be responsible for your event.

If time permits, a post-event meeting with the planner to discuss the service received would be helpful to the facility. We welcome comments about our service as we are continually striving to improve our methods of operation and service.

## **Insurance**

The private promoter/renter using any of the facilities of the MACC is required to have insurance coverage in effect during the entire occupancy, including move-in, event days and move-out. The renter bears the full cost of insurance coverage. A certificate of insurance complying with the following requirements may be requested and due in the MACC administrative office at least seven (7) days in advance of the event:

- a. Liability Insurance, which shall include premises, operations, and products with minimum of \$1,000,000 combined single limit per occurrence.
- b. Name the City of Pittsburg as an additional insured.
- c. Name, address, and telephone number of the insurance agency.

## **Multi - use and Public Areas**

The MACC is a multi-purpose facility and often there will be more than one event in the building at one time. Therefore, the following areas are considered public areas and are under the exclusive control of the MACC management:

All main floor lobbies and hallways

All lower level floor lobbies and hallways

All permanent food facilities

Public parking lots

MACC management retains the right to require security at the Lessee's expense in public areas when multiple events necessitate pedestrian traffic management.

## **Animals and Pets**

Animals and pets are not permitted in the building without prior approval of MACC management.

Approval of animals and pets in MACC is based on whether the animal or pet is part of an exhibit, or performance legitimately requiring use of animals. Service animals are exempt.

Such animals or pets must be on a leash, within a pen, or under similar control at all times. Such pets and animals shall be kept in the exhibit or performance area at all times, except travel to and from the exhibit or performance area. The owner takes full responsibility for his or her pet.

## **Decorations, Signs and Special Displays**

Decorations, signs, banners and similar materials may be tacked or fastened to ceilings, doors, walls, columns or painted surfaces with T-pins and light weight paper clips unless approved otherwise by the Memorial Auditorium Staff. Tables and chairs will be set up, moved, and dismantled by MACC staff. Any questions should be directed to the management staff. Damages resulting from the improper or unauthorized installation will be charged directly to the Lessee.

### ***DECORATIONS***

- A. *Decorations must be approved by the Memorial Auditorium staff*
- B. *Glitter or confetti will not be allowed.*
- C. *Crepe paper will not be allowed on the Auditorium tablecloths.*
- D. *No tape allowed on walls, ceiling, columns, floors and furniture.*

MACC's permanent directional signs and/or graphics may not be obstructed in any manner.

Outdoor exhibits shall be considered on a case by case basis based on other show activity and type of exhibit and must be approved by your event planner.

All signs, banners, lights, sound equipment and/or decorations for installation in the Center require approval before move-in by MACC management and must be installed by MACC personnel.

### ***SIGNS AND POSTERS***

- A. *Signs and posters for non-MACC events may be posted only after the Management has granted permission.*
- B. *The Management has the right to take down any sign or poster when space is needed or time has expired.*
- C. *Each organization will be responsible for removing signs and posters immediately following the advertised event.*

## **Elevators**

The public elevators in the lobby are not to be used to transport freight or equipment.

Public elevators are not to be blocked restricting pedestrian movement.

## **First Aid**

The MACC has First Aid stations located in the administrative offices by the elevator doors, on stage left, and in the lower level shop area.

An AED device is located in the main lobby by the south east auditorium entrance.

The MACC does not employ first aid personnel on staff. We strongly urge the lessee to arrange for first aid personnel as a service to attendees and exhibitors if deemed necessary. The event planner will handle first aid services at your request. All concerts require EMS at the event at the lessee's expense. The MACC management will decide the number of EMS required for concerts on a show by show basis.

Supplies such as aspirin, bandages, etc. are lessee's responsibility unless first aid personnel have been hired.

## **Fire Detection and Reporting System**

Upon activation of a heat /smoke detector or sprinkler system in the MACC, an audible alarm will sound in the building and alarm notification will go to the Pittsburgh Fire Department.

If you discover a fire, contact MACC administrative office or call 9-1-1. If you call 9-1-1, please try to notify MACC personnel as soon as possible. The MACC general manager's Office located on the main level becomes the command post in all emergency conditions.

## **Emergency Procedures**

The MACC is equipped with comprehensive early detection and alarm systems. The sprinkler system is designed to activate by heat sensitive devices and smoke detectors. All building emergency panels are monitored by the office staff and the building maintenance staff.

The MACC, in the event of a building-wide power failure, is equipped with an emergency power generator that is designed to provide emergency lighting and

power within seconds of the power failure. The MACC is equipped with illuminated exit signs, powered by the emergency generator.

In the event of an emergency, the highest ranking management/staff person on duty assumes control of the building, directs the MACC personnel, and acts as a liaison with police, fire, and medical services. The MACC event management staff is responsible for keeping the tenant and service contractors informed of decisions relating to events in progress.

### **Equipment**

The MACC inventory is usually adequate to accommodate several events occurring at the same time. However, when inventory has been exhausted and the lessee may have a special request, they must make arrangements with their event planner to acquire the additional equipment. It is important to notify the event planner of your equipment needs as soon as possible so there will be no equipment shortages.

All MACC equipment must be operated by MACC personnel unless approved in writing by the general manager.

Movement of portable walls in the meeting rooms is to be completed by MACC personnel only.

### **Fire and Safety Regulations**

Private and public events may require a fire marshal on duty during show hours depending on the number of attendees, and/or type of event.

All aisles must be kept clear, clean and free of obstructions. Exits shall not be blocked or covered.

Parking and unloading in the fire lanes in front of the MACC is not allowed. The fire lanes must remain clear at all times.

Use of fireworks / pyrotechnics in the MACC is prohibited unless the following conditions are met:

- a. Prior approval of MACC management is obtained.
- b. Permit from Pittsburg fire chief is obtained.
- c. Fire personnel on duty during use of said fireworks/pyrotechnics
- d. Licensed personnel are handling said fireworks/pyrotechnics (license provided)



Running is not allowed inside MACC.

Bicycles and skateboards are not permitted in or around the building unless they are show related (entertainment) under controlled conditions.

Lighted candles can be used as decorations for banquets on the tables only if the candles are completely enclosed in a glass container or secured within an approved holder. Other use of candles must be approved by the general manager.

Materials used in the construction of displays must be fire resistant. All exhibits and displays are subject to inspection by the Pittsburgh Fire Department.

Operation of gasoline powered vehicles will be permitted during move-in and move-out periods. Gasoline operated vehicles may not be operated in the auditorium, lobby or hallways during show hours.

All pressurized tanks holding any type of gas (helium, nitrogen, LP, etc.) must be secured in the upright position and stored appropriately while being used in the MACC.

### **Food and Beverage Service**

Food and beverage concession rights are reserved by the MACC and leased as requested. A list of caterers is available from the administrative offices.

The MACC management reserves the right to approve or disapprove the dispensing of alcohol at any event.

#### ***CATERER POLICIES***

- A. *Caterers are responsible for removing their vehicles from loading and ramp areas as soon as they unload or load.*
- B. *Caterers will remove dishes from cabinet in kitchen and place on tables.*
- C. *Caterers will fold and place napkins on tables.*
- D. *Caterers will remove dirty dishes and utensils from tables bus and scrape in the kitchen.*
- E. *Memorial Auditorium will place tablecloths on tables owned by MACC.*
- F. *Memorial Auditorium will wash and put away all dishes and utensils owned by MACC.*
- G. *Memorial Auditorium will be responsible for final kitchen clean up.*
- H. *Memorial Auditorium employees will not unload caterer's vehicle.*

All matters concerning food and beverage must be coordinated with management.

## **ALCOHOLIC BEVERAGES**

- A. *One person, whose name and address will be included on the Lower Level Equipment List, shall be held responsible for the handling of the alcoholic liquors and cereal malt beverages in Memorial Auditorium and Convention Center.*
- B. *Written permission must be given by the Memorial Auditorium Management to any group requesting alcoholic liquors and cereal malt beverages in Memorial Auditorium.*
- C. *A Damage Deposit will be required from any group or organization that serves alcoholic liquor or cereal malt beverages. (See Section III)*
- D. *The Lessee shall not sell alcoholic liquor or cereal malt beverages to guests or members of the public.*
- E. *No person shall bring, carry, or in any other manner transport onto the premises, food or beverages of any kind whatsoever, unless prior written approval is obtained from the Manager. No person, while in or upon the premises, shall possess any food or beverage contained in a glass bottle or other container of breakable material unless prior written approval is obtained from the Manager.*
- F. *Bartenders are responsible for not serving to minors and not over serving alcohol to guests and are required to serve in accordance with State and Federal Laws. Memorial Auditorium reserves the right to refuse service to anyone that is clearly intoxicated.*
- G. *Last beverage service will be 30 minutes prior to end of event, and will not extend past 11:30 p.m. MACC closes at midnight.*
- H. *The MACC Alcohol Policy and Procedures document must be signed by the renter, if the event includes alcohol distribution and consumption.*

## **Keys**

MACC will not issue outside door keys of the facility to any lessee, service contractor or any other outside vendor. The event staff will open and secure doors at the beginning and end of each event as instructed by the event manager.

Keys to the dressing rooms may be obtained at the building administration office.

## **Freight**

MACC will accept advance freight deliveries for exhibitors. All freight must be properly addressed with the exhibitor name and booth number on it. MACC will not accept C.O.D. or collect shipments.

All freight must be brought into MACC through the loading dock doors.

Crate and box storage is the responsibility of MACC. However, exhibitor must have empty boxes and crates labeled as 'Empty' and have exhibitor name and booth number on empty label. Empty labels are available from the MACC.

Crates and boxes may be stored behind exhibit booth if there is room.

Dock usage is on a 'first come-first serve' basis. No vehicles are to be left in the loading bay or on the loading bay ramp.

It is the responsibility of exhibitor to label each box or crate and fill out Bill of Lading for shipment. MACC must be notified of method of payment before end of tradeshow. Exhibitor may arrange own shipment, but MACC must be notified.

### **Ticketed Events (Box Office)**

MACC has a contractual agreement with TICKETSAGE. This agreement stipulates that all ticketed events at the MACC will be handled through TICKETSAGE unless otherwise stipulated by the general manager. MACC ticket office hours are 8:30 a.m.-4:30 p.m., Monday-Friday and day of show unless otherwise directed by MACC.

Basic box office charge of \$2.00 per ticket will apply to all ticketed events.

### **All Ticketed Events:**

Monies collected from advance ticket sales for any show will not be subject to draw by the promoter or Lessee before event settlement the day of show.

Concert settlement will not take place until the headline act is on the stage for a minimum of twenty minutes, or a time stipulated by the General Manager. Settlement payment to the promoter will be made by check unless a cash advance is requested. Cash advance payment will be made only if there is sufficient cash in the box office after building expenses have been met. All cash advance monies must be requested no later than four days before the event or the building will not have the money available on the day of the event.

A copy of the ticket sales audit (TICKETSAGE), statement of charges, and concert settlement sheet signed by both the promoter and General Manager will be given to the promoter. Drop count can be provided at settlement if requested in advance of show.

In the event of show cancellation, the General Manager reserves the right to determine the ticket refund procedures. Refunds will be given at the outlet of ticket purchase.

Any sum or sums due to MACC from the Lessee for the use of premises or any accommodations, service or material shall constitute an agreed first lien on the box office receipts, or exhibition space sales receipts of said Lessee.

### **TICKET SALES**

- A. *Reserved seating tickets are required for all major concerts, and may be required for other events in the auditorium at the manager's discretion.*
- B. *Memorial Auditorium management may require tickets to a free event to avoid over-capacity crowds.*

### **BOX OFFICE POLICIES**

- A. *On the day of the event, the times will be predetermined by Auditorium management.*
- B. *No cash will be left in the box office overnight.*
- C. *There will be a working telephone in the box office.*
- D. *The Auditorium management has complete authority over the box office at all times.*
- E. *Any member of the audience, whose occupation requires him/her to be available in case of emergencies, may leave his/her name and seat number with the box office personnel in case such emergencies arise.*
- F. *Refund and exchange policies will coincide with the organizational policies of each group. If an organization or promoter has no refund and exchange policy, one must be provided to and approved by the management. The following are the refund and exchange policies recommended by Memorial Auditorium and Convention Center.*
  - 1.) *There will be no refunds except in the instance of a cancellation of the performance.*
  - 2.) *Exchanges may only be made before the tickets' dated performance*
  - 3.) *There will be no exchanges on tickets not used from a previous performance.*
- G. *Row "G" seats available for disabled patrons will be held until one (1) hour prior to performance. After this time, they may be sold to able-bodied patrons. If sold, the purchaser must be made aware that they may have to relinquish their seat to a disabled patron.*
- H. *Box office will be available and may be open during regular business hours, until the day of the event. On the day of the event, the times will be predetermined by Auditorium management.*

### **PERSONNEL REQUIREMENTS**

- A. *The following are additional personnel that may be required and authorized by the auditorium management at lessees expense:*
  - 1) *Ticket Takers/Ushers*
  - 2) *Security and Fire Personnel (meeting approval of the City Police and Fire Department)*
  - 3) *Spot Light Operators*

- 4) *Sound Operators*
- 5) *Technical Assistants*
- B. The Memorial Auditorium and Convention Center management acts in the capacity of house manager during stage events. The house manager will instruct all event personnel on seating arrangements, ushering, building operations, policies and safety procedures at a meeting which shall be held at a designated time one or two days prior to the event.

### **Lighting, Ventilation, Heat, Air-Conditioning**

House lighting, ventilation, heat or air-conditioning will be provided as required during show open hours. Full house lighting, ventilation, heating or air-conditioning is maintained from one hour prior to event until close of event.

Energy conservation is of prime concern and minimal levels of lighting, ventilation, heat and air-conditioning will be maintained during move-in and move-out periods.

Special lighting levels can be set in the MACC and need to be arranged with the technical director. Follow spotlights and fixed par lights can also be ordered through this department per the approved fee schedule.

### ***AUDITORIUM SOUND SYSTEM***

- A. *The Auditorium technical director will have complete control over how the sound system is set up and utilized during any and all events. The technical director will work in cooperation with the sponsoring organization to accomplish the sound required in the technical specifications. At no time will anyone else, including promoters, stage managers, directors, etc., make a final decision concerning the above without the permission of the technical director.*
- B. *No unauthorized person shall set up or operate the Auditorium sound system. Nonconformance to these restrictions shall result in cancellation and a possible fine.*

### ***PERFORMANCES***

- A. *Performances will begin at their scheduled time, unless it is deemed necessary to hold by the management.*
- B. *Doors will be opened to the public 30 minutes before the advertised performance time. If conditions warrant, doors will be opened earlier as determined by the manager. In no instance will the judgment of the manager be replaced by the promoter, the performers or any outside agency.*
- C. *Auditorium doors are closed as the program begins. Once the performance begins, latecomers will be held at the door until the first natural break, intermission or other predetermined moment. The*

*exception to this is if the performers or production management gives their permission to seat latecomers as they arrive.*

- D. *The lessee is responsible for compliance with the Federal Copyright Act and any royalty fee due and owing.*

### **Novelties and Photography**

MACC reserves the right to be the exclusive sales agent for any novelty items sold, including, but not limited to tee-shirts, records, tapes, posters balloons, etc. in the MACC.

All novelty sale agreements are arranged and paid through the general manager. A (20) twenty percent fee will be transferred to the MACC based on gross sales. The general manager has the expressed right to call for a complete and immediate accounting of sales. Vendors are required to provide a tracking of goods sold.

### **SPACE AVAILABLE REHEARSAL POLICIES**

- A. *For space available rehearsals, there will be a member of the Memorial Auditorium and Convention Center staff in the building for the entire time that the groups occupy the space. Use of any other area within the facility will be approved by the general manager and the contract amended appropriately.*

*Space available rehearsals are used when the areas B-1 and the balcony mezzanine are not leased. Any areas of the building used during space available rehearsals **should be left in the same condition as it was found**. There should be usage of work lights, auditorium lights, but **NO OTHER** technical equipment used during a space-available basis.*

1. *No props, costumes, set pieces or other equipment should be brought into the Auditorium area until after the two week block begins or until permission is granted by the technical director or building manager.*
2. *Maximum time for a rehearsal will be four hours, except during dress rehearsals and agreed changes in the guaranteed rehearsal time.*
3. *No more than five days in a row will be allowed for rehearsal, except during guaranteed rehearsal time.*
4. *The rehearsal days should run from Sunday – Thursday, or Monday – Friday, except when changes have been agreed upon during guaranteed rehearsal time. Only areas B-1 and the balcony mezzanine space available will be requested prior to show.*
5. *MACC staff will be onsite during space available rehearsals.*

6. *A complete written request stating the number of days (to-from), time, room/s, purpose, will be submitted to the general manager at least 10 calendar days prior to requested lease date/s*

### **Two Week Block**

Pittsburg amateur theatre groups, Pittsburg Community Theatre-PSU Communications-PSU Music, PHS Theatre, performing more than two performances may rent the Auditorium for two weeks. The two-week block is defined as Monday through Friday, 8am to 5pm, with rehearsals Monday through Friday, 6pm to 10pm and performances as scheduled with management. Additional time may be acquired in the Auditorium at the going rate mandated by the approved fee schedule. During those two weeks the lighting and sound system may be used no more than eight (8) times.

Full technical staff (3) will be available for all performances and full dress rehearsals. One technician will staff all other rehearsals. The auditorium management staff will be on hand for performances, full dress rehearsals, and during regular business hours.

### ***PAINTING AND SET CONSTRUCTION***

- A. *There will be no painting allowed on stage without the permission of the management or auditorium staff. The management will also approve the number of people painting.*
- B. *Set construction on the stage will be done under the supervision of the management. There will be no foreign objects driven into the stage floor at any time. The counterweight system will only be operated under the supervision of the technical director or auditorium staff.*

### ***USHER AND TICKET TAKER POLICIES***

- A. *Promoters and sponsoring organizations are responsible for providing their own ushers. Should additional ushers be required, assistance may be provided by the Memorial Auditorium and Convention Center. A minimum of eight (8) ticket takers and ushers are required for all shows.*
- B. *Ushers must look neat and well kept. Suggested are dark slacks and white dress shirts for men and dark skirts or slacks and white blouses for women. No shorts will be allowed.*
- C. *All personnel should arrive one hour prior to scheduled performance starting time. A central location to meet will be designated and any special circumstantial problems or changes with scheduling will be discussed at that time. Please contact the auditorium management if you foresee any problems with arriving at the designated time.*
- D. *Event personnel will be allowed to sit in the balcony at no charge.*

- E. *Ushers and ticket takers should remain at their station at least twenty (20) minutes after the performance has begun. While they are watching the performance, they should remain alert to situations or problems which may occur. During intermission they should return to their designated work area.*
- F. *All event personnel must have a general knowledge of the Auditorium layout. This includes the main floor and balcony seating arrangement, and location of restrooms, coat check rooms, concession areas, lobby, building entrances and exits, telephones, elevators, handicap entrance and seating area, and water fountains. Studying the Auditorium diagram will be helpful to learn facilities.*
- G. *Ushers tags will be furnished by Memorial Auditorium and should be worn at all times.*

### **Lost and Found**

Every effort shall be made by all employees of MACC to see that property found or turned in be handled in such a way as to provide the best possible opportunity for return of that property to its rightful owner.

If property is found before, during or after an event by an MACC employee, it will be turned in to the Administrative Office (Office Manager) for safe keeping.

Any item unclaimed after 60 days becomes the property of MACC management.

### **Event Settlements**

An event statement of charges will be prepared by the staff and mailed and/or emailed to the tenant the business day following the event for payment to the MACC. This payment will be less the building deposit required upon signing of the lease agreement.

### **Compliance with Local & State Laws**

The Lessee shall comply with all federal and State of Kansas laws. Further, the lessee with abide by all ordinances, rules and regulations of the City of Pittsburg. Policies and directives of the MACC are binding on the lessee.

### **Paging**

The MACC has a paging system that will reach the. Auditorium, lobby and backstage areas.

MACC reserves the right to limit paging.



MACC reserves the right to make announcements at any time regarding public safety and operations of the MACC.

### **Parking**

Parking is available in several public lots and along the streets bordering the facility.

Cars and /or trucks parked illegally in marked fire lanes, loading docks or ramps will be towed.

Church parking lots are not public lots and may be restricted by church needs.

### **Sales Tax**

The MACC will collect city, county, and state sales and license tax on public admissions and sales at the MACC.

### ***SALES***

- A. *All sales events will comply with state and local laws.*
- B. *A verification shall be required from the County Clerk verifying that any Transient Merchant wishing to sell in Memorial Auditorium and Convention Center is in compliance with the Transient Merchants law of the State of Kansas.*

### **Smoking Policy**

The MACC is a smoke free building. Smoking will be allowed outside at designated smoking areas at least 10 feet from entrances.

### **Security**

The management of MACC reserves the right to determine the appropriate amount of security and fire marshal protection during all events held at the MACC.

### **Overtime**

Events that run past midnight will be charged the prevailing rates indicated on the contract based on the size and space leased.

### **Damage to Facility**

The renter shall be responsible for payment of any and all damages to the MACC and to all furnishings, fixtures and/or equipment caused by the renter or his patrons. Renter shall make payment for the cost of any repair or replacement beyond normal wear and tear.

### **Backstage**

The General Manager will approve all persons who go backstage. No unauthorized persons will be allowed backstage during a performance. Only individuals with authorized passes, usually performing crew, stagehands, building staff and local sponsors, will be permitted backstage. No other persons will be admitted backstage due to safety precautions and to protect the artist and the performance.

### ***VISITORS***

- A. *No visitor or guest shall be permitted backstage before or during an event without the permission of the Memorial Auditorium and Convention Center management or any person acting in the management's absence.*

### **Admission of Persons without Tickets**

The lessee shall not admit persons without a ticket to any event where monies have been collected thru ticket sales with TICKETSAGE. Complimentary tickets will be obtained from the MACC box office and have the word complimentary on the ticket face. All complimentary tickets must be approved by the promoter or lessee before the box office will release the tickets.

### **Vehicles**

Vehicles are permitted in the exhibit hall for loading and unloading only. Vehicles may not be parked in the exhibit hall unless they are part of a display.

Motorized vehicles cannot be operated in any area outside of the exhibit hall (hallways, meeting, rooms, etc.) without MACC management permission.

### **Marquee**

The MACC's marquee is provided for tenants at no charge. When there are multiple events in the facility, marquee space will be allocated at the MACC's discretion. Marquee information must be provided to the event staff fifteen (15) days in advance of the event.

### **Water Service**

Complimentary tap water service is provided at all head tables or lecterns in meeting rooms. Water stations for attendees can be provided for a fee.

### **Phone and Internet Service**

The MACC has the capability to provide a limited number of analog and/or digital phone lines for rental service through our in-house switching system. The MACC also has available wireless high speed internet. These services can be arranged through your MACC general manager.