



CURRENT POLICIES & PROCEDURES



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BOOKING THE SANDLER CENTER

RESERVING A DATE

All first time clients are asked to please visit our website to fill out a rental inquiry form and someone from our event team will call you to set up an appointment or call (757) 385-2555 to have a form sent to you.

BOOKING POLICY

In order to accommodate both the Sandler Center's resident arts groups and the Great Performance Series, firm status cannot be given to any date request that is earlier than March 31 of the year preceding the September start of any performance season or twelve (12) months in advance. However, the hall can be held on a provisional basis.

BOOKING CALENDAR

If the event date falls between:	A contract cannot be issued until:
September 1, 2011 – August 31, 2012	April 1, 2011
September 1, 2012 – August 31, 2013	April 1, 2012
September 1, 2013 – August 31, 2014	April 1, 2013

All dates for rentals are considered tentative until a fully executed contract and deposit has been received. Tentative dates requested by a potential lessee are held for two (2) weeks, after which time, the Sandler Center has the right to remove the hold and book another event on the date being held, without prior notification to the potential lessee. The Sandler Center for the Performing Arts has the right to remove a hold before the two (2) week period is up, if it is deemed in the best interest of the Sandler Center.

Potential lessees shall not assign or transfer any right or interest in tentative hold dates, including, without limitation, the right to receive any payment without Sandler Center management's approval of such assignment. Any such assignment without the written approval of the Sandler Center management shall be null and void.

CHALLENGES

If another lessee makes a request for a tentative date being held, they will be given a second hold. If they are ready to sign a contract and make a deposit, the original lessee will be notified and given 48 hours to make a deposit and sign a contract.

If the client who has reserved the date does not respond to good-faith attempts to notify him/her of the challenge, The Sandler Center for the Performing Arts has the right to release the date to the challenging party.

CONTRACTUAL REQUIREMENTS

INSURANCE

To reserve the Sandler Center, a public liability policy with a minimum combined single limit of \$1,000,000 naming the Licensor, **Global Spectrum, City of Virginia Beach, and their trustees, directors, officers and employees, as additional insured** must be provided. A Certificate of Insurance must be received no later than fourteen (14) days prior to the event date.

Please note that the language underlined above must appear in the “additionally insured” section of the furnished certificate. The Sandler Center for the Performing Arts cannot host an event without it. The Sandler Center can provide insurance if necessary at a charge of \$.50 per person. Regardless of insurance coverage, lessee shall indemnify and hold harmless the Sandler Center and its directors, officers, employees and agents from all losses, liabilities, claims, demands, suits, actions, payments and judgments arising in any way from the use of the facility or any other facilities by lessee and its employees, agents, contractors, subcontractors, customers, guests or other persons using the facilities as a result of the contract, including any and all expenses, costs, attorney’s fees incurred by the Sandler Center and other indemnified persons or entities in the defense of any suit or claim. The Sandler Center for the Performing Arts is not responsible to lessee for the loss of any personal property by the guests or employees of lessee.

EVENT LICENSE

To reserve a date at the Sandler Center, a contract known as an “Event License” must be entered into for ticketed events. A “Rental Contract” must be entered into for non-ticketed events. Potential Lessees will receive a contract once they indicate they are ready to confirm a date. From the date of the contract, the Sandler Center will continue to hold the date for fourteen (14) days. If the potential lessee does not return the contract within this time limit, the Sandler Center has the right to remove the hold and contract with another party without prior notification to the potential lessee. When a contract is fully executed and the appropriate deposit is received, tentative dates then receive the status of confirmed.

For ticketed events, tickets should not go on sale until a fully executed contract and deposit has been received by the Sandler Center.

All promotional and marketing materials must be pre-approved by the Director of Marketing of the Sandler Center prior to distribution. Distribution may not occur until a fully executed contract and deposit has been received by the Sandler Center.

REQUIRED DEPOSIT

For events ticketed by the Sandler Center, a minimum deposit of \$2,750.00 will be required at the time of contract. Multi-day engagements may require a larger deposit; please note that this deposit is non-refundable. Should the amount held in box office escrow (the funds from tickets sold by Sandler Center) plus the required deposit(s) be less than the total projected

billing, the difference must be deposited with the Sandler Center in certified funds no later than three business days prior to the first performance.

For non-ticketed events, a 50% non-refundable deposit on the Rental Fee and associated expenses will be required at the time of signing the contract. Final payment will be due five (5) business days before the day of the event. Final payment must be in cash, certified check, or credit card.

CANCELLATION

A lessee may cancel at any time; however, the deposit is non-refundable and will not be returned and may not be used towards future events.

EVENT ESTIMATES

The best way to plan financially for an event is to discuss the event requirements with a Sandler Center staff member who can translate those needs into an estimate. To get a better idea of the expenses involved, please see our Rates Sheet.

CATERING

Creative Catering of Virginia serves as the Sandler Center's exclusive caterer. General Catering Manager, Stephanie Seretis, leads the in-house catering team in seamlessly executing events ranging from business conferences and private receptions to backstage catering and concessions for stage performances. The centrally located kitchen, dual concession windows, and several portable bars provide custom accommodation throughout the building.

Stephanie Seretis can be reached at 757-385-2554 or sseretis@sandlercenter.org.

DAMAGE

The lessee is responsible for any equipment or building damage that occurs as a direct or indirect result of preparing, producing or striking the event, including accidental damage by Sandler Center personnel under the direction of the presenter, the artist, or his/her representative.

TICKETED EVENTS

The Sandler Center for the Performing Arts has a full-service Box Office. Ticket Windows are open Monday – Saturday, plus one hour before every performance. In cases of pre-show lectures or like events, opening times may vary per client instructions. Tickets also will be available for purchase online at www.sandlercenter.org or by calling 1-(888)-3-COXTIX.

TICKETING

In an effort to provide the best service to guests and accurate accounting of receipts, the Box Office will manage ticketing services for all ticketed events. Tickets will be printed and sold in accordance with the client's desired price and other specifications. Sandler Center will hold all funds paid for those tickets through the end of the final performance. Ticket revenue cannot be advanced before the final show.

GROUPS AND SUBSCRIPTIONS

Clients are welcome to sell group tickets and subscriptions. The Box Office will work closely with the client to ensure that guests receive tickets in a timely manner. Single ticket sales, however, are available only at Ticket Windows, by phone or online.

COMPLIMENTARY TICKETS

At the request of the client, complimentary tickets will be issued to his/her event. The number of complimentary tickets and the location of seats are issued in accordance with the client's preferences. There is no charge for printing complimentary tickets.

The Sandler Center for the Performing Arts maintains an inventory of seats which may be used for complimentary tickets or seats for sale to partners and/or associates. Monies earned from the sale of inventory seats will be given to the client. While inventory seats are released for general sale as soon as possible, the Sandler Center for the Performing Arts reserves the right to hold tickets for sale. Held inventory seats will be made available for general purchase as soon as possible.

FEES

A fee will be incurred for Box Office personnel on-site (ticket sellers and a supervisor) for the client's performance, as well as other facility and box office charges. See our Rates Sheet for more information.

HOUSE PRICING & SCALING

Several options are available in terms of house scaling and ticket price levels. Reserved or general admission seating is available. Please see our Rental Spaces Brochure in the Sandler Center Presenter's Guide for seating charts and specifications.

FACILITY SURCHARGE

A mandatory facility surcharge is deducted from each ticket sold. Please see our Rates Sheet for more information.

SETTLEMENT

Settlement can commence either during or after the final performance. A Sandler Center staff member will meet with the client and present all receipts and charges associated with the event. Once all charges and receipts are certified mutually, the client will receive a check for gross receipts less total charges. If there is a total due, the client must pay this amount due within seven (7) business days.

HOUSE MANAGEMENT

To ensure the best customer service possible essential staff members will be in place for every event. A House Manager will oversee all area managers and ushers and will be in constant radio communication with the Sandler Event Coordinator, area managers, promoter and stage manager, as required. One area manager at a minimum will be on each floor to provide immediate assistance to patrons and to address questions and concerns.

GUEST SERVICES

The Sandler Center for the Performing Arts takes seriously its commitment to its patrons. A fulltime Director of Events is on staff to ensure a delightful and exceptional patron entertainment experience.

USHERS

The majority of Sandler Center ushers are volunteers who have been selected from a large pool of applicants. Many ushers have had years of experience in other elite venues. Although the number of ushers required may vary depending on the event, there will always be an adequate number of ushers available to assist guests and patrons.

At all exterior doors, ushers will scan tickets for event entry. Ushers will distribute programs and seat patrons at all theatre doors. Ushers also will be stationed in-house at aisles and row intersections to facilitate movement.

Usher call is ninety minutes (90 min.) prior to any event.

Ushers are attired in black pants or skirts and white shirts. Uniform vests and ties are worn by staff members for ease of recognition.

Unless specific instructions are given by the client, the lobby will open one hour (60 min.) prior to an event, followed by the house, thirty minutes (30 min.) later. All openings will be cleared with the Stage Manager or promoter's representative.

Lobby clearance for the start of events and intermissions will be relayed via radio. Seating of latecomers, camera policies and any other concerns or requests will be confirmed with the promoter prior to the opening of the house.

SECURITY

Special personnel also may be assigned to secure limited access areas as needed.

CONCESSIONS

The Sandler Center for the Performing Arts will offer a variety of concession options to patrons for each event. The menu can be as eclectic as the performance.

Permanent concession stands with refrigerators, sinks and large prep surfaces are located on the first and second floors. Portable bars for the purchase of beer, wine and other beverages are located on each floor as well.

PRODUCTION

An inspired team of Production experts is essential for the seamless execution of any performance. At the Sandler Center for the Performing Arts, a distinguished Production Crew will manage all performances, from first curtain to final bow.

Please contact the Director of Production at (757) 385-2529 no later than four (4) weeks prior to the event date to discuss production preferences, requirements and concerns. Adequate preparations made in a timely manner will enhance any performance.

SAFETY

At the Sandler Center for the Performing Arts, safety is paramount. The Director of Production and/or his representative(s) have authority over all safety issues at the center.

SAFE GOODS AND PRACTICES

The Director of Production must inspect and approve all flying elements (i.e. drops, curtains, etc.) in compliance with life-safety regulations before installation. All fabric goods must be treated flame retardant; untreated fabrics will not be flown – no exceptions. If a Flame Retardant Certificate cannot be provided, untreated fabrics will not be flown.

TAPE

No adhesive tape of any kind is allowed on any surface of the Sandler Center, except the stage floor where only bona-fide Gaffer's/Spike Tape may be used. (Gaffer's Tape may be purchased at any theatrical supply store or through the Director of Production.)

LAGGING

Only Sandler Center personnel may perform lagging services. Extra charges may apply.

PYRO

Any use of pyrotechnics or open flame(s) must be approved by the Sandler Center Production Manager and must be used in accordance with all local, State and Federal regulations. The Director of Production must be contacted at least four (4) weeks prior to the engagement if it involves pyrotechnics including, but not limited to: blank guns, torches, percussive charges, candles or any other device that uses gunpowder, explosives or creates a flame.

VIDEO AND AUDIO RECORDING

The Director of Production must be contacted at least one (1) week prior to taping if the presenter wishes to videotape the event. Outside video production companies are required and certain rules apply.

The Sandler Center has limited resources for in-house audio taping, but will gladly work with the presenter to provide what is needed.