

Town of Camden

Opera House Policies & Procedures

Mission Statement

The Camden Opera House is a 499-seat auditorium and related facilities owned, operated and financially supported by the Town of Camden. The Opera House provides the venue for a wide variety of concerts, performances, conferences and events. In selecting and approving Opera House uses, the Town endeavors to provide or sponsor events that supplement and/or expand the cultural, social and economic vitality of the community.

Oversight and Supervision

The Opera House Manager oversees the Opera House auditorium and its uses, under the supervision of the Camden Town Manager. A five-member Opera House Committee, appointed by the Camden Select Board, is responsible to the Select Board for identifying long-range planning issues, recommending the annual budget, suggesting facility improvements and developing the role of the Opera House in the cultural life of the community.

Booking & Rental Policies

The Camden Opera House has developed recurring clients who routinely schedule annual events on comparable dates each year. These clients are given first priority to reserve their dates one year (365 days) in advance.

- The opportunity to book more than one year in advance is granted only by special exception after consultation between the Opera House Manager and the Opera House Committee.

New clients can book up to one year (365 days) in advance of any date(s) not reserved by recurring clients.

The Town of Camden reserves the right to hold a date(s) for municipal use or facility maintenance or any other reason deemed appropriate by the Opera House Manager. The Town of Camden does not hold dates or contract dates that compete or conflict with previously contracted performances or uses and for which the previously contracted party refuses a waiver of the Town of Camden Use Policy.

Rental Agreements

The Town of Camden requires a signed contract and non-refundable deposit to confirm a booking. Requested dates are held pending receipt of the contract and deposit for 14 days after the date the Opera House staff mails the proposed contract to the potential client. The Town reserves the right to rent to another party if the contract and deposit are not received within the 14-day period.

The Town of Camden Rental Agreement requires the following detail:

- The name of the performance or event,
- The number of performance, event and rehearsal days,
- The number of load-in, set up, and set-building days and/or hours,
- The number of dark days, and
- A list of specific rooms rented.

Camden Opera House Terms of Contract

Fees

See Appendix A: General Fee Schedule

Event Manager

A house event manager is present in the auditorium during all public performances and events. No performance or event can proceed without an event manager on duty. Two event managers are assigned to events at which more than 300 persons will be in attendance and/or seating is required on both levels of the auditorium.

The house event manager is available to assist in the use and operation of the facilities, including heating, air conditioning, the Box Office, room lights and so forth, as well as to assure compliance with Opera House Policies and Procedures.

Private Duty Officer

The Town reserves the right to require one or more private duty officers present at an additional fee to the Licensee.

Pre-show Announcements

The Camden Opera House reserves the right to make house announcements onstage prior to a performance or event. Every show will have a live mike at the ready for announcement and other needs. An announcement must be made before every public performance that states the following: "Please take a moment to see where the exits are located, at the front and the back of the auditorium. Please note that no food or drink is allowed in the auditorium. If you have a pager or a cell phone, please turn it off or mute it now."

Opera House Promotion

If a playbill or program is produced, the Town requests that two pages are reserved for the Opera House management to promote upcoming events and Opera House History. Please include the Opera House Manager on your press list at khadley@town.camden.me.us

Indemnity and Insurance

To the fullest extent permissible under law, the Licensee agrees to indemnify and hold harmless the Town of Camden, its employees, agents, representatives, Town officers and officials from any and all claims, loss or damages or any cause of action arising out of Licensees' use or occupation of the premises.

A Certificate of Insurance shall be provided to the town prior to the event in the amount of \$1 million dollars.

Policies and Procedures

The Licensee agrees to comply with all Town of Camden Opera House Policies and Procedures, as contained herein.

Default

The following constitute default by Licensee under this agreement:

- Failure to pay any fee when due;
- Failure to comply with the Policies and Procedures described herein; and/or
- Failure to comply with any other obligation contained in this agreement.

Remedies

Upon the act of noncompliance by the Licensee with the terms of this contract or license or for any portion of these Policies and Procedures, the Town may, in its sole discretion, exercise any one, all or more of the following remedies. The Town of Camden may:

- Terminate the license agreement.
- Retain the reservation deposit and all other fees paid hereunder (except the damage deposit) as liquidated damages.
- Retain all or a portion of the damage deposit as provided below.
- Seek any other remedy available under the laws of the State of Maine.

Camden Opera House Terms of Contract (continued)

Damage and Unanticipated Cost Overrun Deposit

The Licensee agrees to pay all costs for cleaning and repair associated with improper clean-up, smoking on the premises and/or physical damage to the premises. The Town retains the Damage/Cost Overrun deposit until the Licensee reimburses the Town accordingly. If the Licensee incurs unanticipated additional costs (for example, additional house manager fees, janitorial services or additional rental spaces) the Town may retain any portion of the deposit to satisfy such additional costs. The Town will refund any unused portion of the Damage/Cost Overrun deposit within thirty (30) days of the expiration or termination of the contract.

Janitorial Expenses

Normal janitorial services are included in the fees. The Town reserves the right to charge additional fees for overtime and/or additional janitorial services associated with significant set-up/breakdown requirements or cleaning. These fees usually can be estimated at the time of contract preparation based on licensees' needs.

Building Access/Egress

The Town provides keys and instruction for use of the building during rehearsals when there is no event manager present. Licensee is responsible for securing the building during rehearsals and at departure. The Town reserves the right to assess a fee of \$20 per rehearsal or set-up if either occurs after normal business hours of 8 AM to 5 PM. After-hour rehearsals of large groups of children under age 18, or other potential security/safety issues as deemed by the Opera House Manager, require a staff person on-site at a fee of \$18 per hour. This fee replaces the \$20 fee mentioned above.

Inclement Weather

When an event or performance is cancelled because of inclement weather on a day that advisories have been issued and/or schools closed, the Town refunds that portion of the fees paid for the event, excluding rehearsal fees and an administrative fee of \$50 or 10% of the amount due, whichever is greater, or the Town applies a credit of such fees toward a future, rescheduled date.

Signs and Banners on Building Exterior

The Licensee must follow Town specifications for dimensions and materials of signs and banners. Any banners not meeting required specifications may not be hung. Any money paid to hang the banners will be forfeited.

Binding Effect

Contractual agreements are binding upon the Town and Licensee, their heirs and successors. Rights granted hereunder may not be assigned or transferred by Licensee without prior written consent of the Town.

Camden Opera House Rules and Restrictions

Auditorium and Lobby

- Smoking is not allowed anywhere in the Opera House, except when it is part of a performance and only if it does not affect the audience. The audience will be notified via appropriate signage and program notices when this will occur.
- No food and drink permitted in the auditorium, onstage or in stairwells. Bottled water is allowed. Food and drink are allowed in the Green Room. The Licensee(s) is/are responsible for clean-up.
- No sales of any item allowed in Auditorium. All sales must be conducted in the Lobby, Third Floor areas and/or Washington Street Conference Room. At no time can a sales table be set up that blocks the public way or any entrances and exits.
- Keep the lobbies on the first and second floors clear at all times.
- No tape or nails allowed on any wall within the Opera House.
- No alteration of the stage, curtains, loge boxes or thrust allowed without prior written approval.
- No materials or equipment can be used or borrowed from backstage unless specifically designated in the Rental Agreement, or written permission of OH Manager is obtained.
- Holiday decorations: The Town decorates the Opera House for the holidays. Licensees can place additional decorations on tables or other surfaces in intermission rental areas. Hay and natural trees/cut greens are expressly prohibited. The Opera House Manager or Town Fire Chief must approve placement of an item on a public floor.
- Smoking is permitted when it is part of a performance as long as it does not affect the audience. The audience will be notified prior to usage (via posters, lobby signs, etc.) of this occurrence.
- Open Flame Policy: With prior written permission of the Opera House Manager, the striking of a match or lighter is permitted. Candles are also permitted as long as they are positioned in a secure holder on a non-combustible surface. The candle may not be mobile. Fire suppression precautions must be in place prior to striking the match, lighter or lighting the flame. Flame must be completely extinguished. No other open flame is permitted.
Note: Fire suppression precautions must include:
 - a. a designated stagehand specifically to control such use during the performance.
 - b. a UL approved fire extinguisher in each wing ready for use by aforementioned stagehand.
 - c. a sand bucket is onstage and ready for use.

*Approved by the Camden Opera House Committee October 22, 2003; adopted by the Camden Select Board November 17, 2003 with the following additions:

- d. no pyrotechnics or flashpots are allowed
- e. fire alarm system will not be disabled other than for maintenance.

Loge Boxes

Only Opera House staff is allowed to remove, store and replace loge box rails and curtains. Loge Box white chairs are for public seating only. At no time are they to be used as tables, stands, or for in-house use. Please advise Opera House staff well in advance of any need to alter the Loge Box(es); staff will ensure the requirements are met.

Load-in

Opera House staff will do its best to save parking spaces for client load-in based on a specific arrival time provided by client. Orange cones are available to save parking spaces as needed. Elevator is in front of house; load-in must be complete within a minimum of three hours before the box office opens. A chain is provided on the outside door for holding it open during load-in. Please BE SURE TO NOT leave opened outside doors unattended, and to close them after use.

Camden Opera House Rules and Restrictions (continued)

Rehearsals

- Observe all rules for use of building during rehearsals and follow closing procedures. The Town reserves the right to maintain staff in attendance at rehearsals and charge Licensees a building access-egress fee.
- Children: For children at rehearsals, an adult must be onsite at all times and designated as responsible for supervising the children. For 10 and fewer children one adult is required. For each multiple of 10, an additional adult must be present. For example, 15 children require the presence of two adults, 20 children require the presence of three adults and so forth. Keep noise at a minimum, particularly in stairwells, as town employees and committees conduct municipal business during the day and evening on the first and second floors.
- Congregate ONLY in the room in which the rehearsal is held. The Green Room also may be used and must be cleaned up and organized at the end of each rehearsal. When children are in the Green Room, policies outlined above should be followed.
- For instances in which Licensees are allowed to access and egress the building, Opera House Management provides keys on loan. Damage/Overrun Deposit is not returned until keys are returned. Lost keys are charged against the deposit at the rate of \$20 per key; much higher fees may apply if the replacement requires changing the lock and redistribution of keys to all user parties.

Set Building and Stage Use

Note: No alteration of the stage, curtains, loge boxes or thrust is allowed without prior written approval.

- All tools and materials are examined by the Fire Chief or designated employee to determine compliance with OSHA standards. This occurs before any set construction or onstage work is allowed. Items that require inspection include: portable power tools, welding and cutting equipment, ladders and scaffolding or staging, electrical wires, personal protective equipment, chemicals and their materials safety data sheets (MSDS) and hoisting equipment.
- Paint onstage ONLY; cover the stage floor and protect the curtain. Use only water-based paints.

MSDS Sheets for each paint stored on Opera House premises must be secured and stored onsite in a three ring binder where paint is located for review at any time. Store paint in the allocated basement area lockers or take off-site after each construction session.

- Do carpentry work on stage ONLY; clean up all sawdust/debris after each work session.
- Keep the stage, bathrooms and dressing rooms orderly and picked up after each use
- Care for the piano as follows:
 - Replace the piano cover after each use of the piano.
 - Put nothing on top of the piano other than this cover.
 - Do not remove the piano lid.
 - Only Opera House staff or a piano professional are allowed to move the piano.
 - Only Opera House staff is allowed to schedule piano tuning and repairs.

After Final Performance

- Place trash in garbage cans provided for removal by the Town.
- Remove all masking tape and markers from stage floor.
- Completely clear backstage, lobbies and all other rental spaces of your items, unless exception granted by prior approval.
- Return all sound equipment, in good working order, to their cases and return to Opera House staff.

Building Security and Close

Turn off all lights:

- Both bathrooms on lobby level and 3rd floor, if used
- Lobby lights. Switch is at bottom of stairs and/or to left of second floor elevator
- Tucker Room. Be sure sliding switch to left as enter clicks all the way down.
- Auditorium. Turn key in switch near lobby doors.
- Stage work lights, located at stage right near stairs.
- Green Room and dressing rooms. Switches are located at entry to each room.
- Third floor. Switch is to left of elevator bank door.
- Lobby chandelier, using dimmer switch in Box Office.

Turn heat to 55 degrees:

- Tucker Room/third floor thermostat is in the alcove near Tucker Room closet.
- Auditorium heat is on either side of stage.
- Green Room radiators are turned off at their source to “*” or “1” symbol. (* or 1) is low/off position; 5 or 6 is high position.

Close and all windows and doors

- Front center doors. To lock, take key from top of marquis, located to left of front doors. Insert blade of key into opening on bottom of bar housing. Doors are locked when bar is in the Up position.
- Green door to elevator on Elm Street (Route 1)
- Washington Street doors. Using key provided to you for rehearsals, turn until bar is in the “Up” position.
- If uncertain that doors are locked, call Camden Police Department, 207-236-3030 or Opera House Manager, 207-542-9009 (cell).
- Return sound equipment to storage
- Turn off Telex sound equipment, secure in storage case and lock in equipment cabinet located in onstage dressing room.

Town of Camden, Maine
Camden Opera House
Alcoholic Beverage Policy

Alcoholic beverages may be served under the following conditions:

- **Without a licensed caterer:** Apply for an Incorporated Civic Organization Permit from the State of Maine (phone 207-624-7220). The Permit must be approved and signed by the Town of Camden Select Board at a regular meeting and the application sent to the State with an application fee of \$60.00. The State may inspect the area where liquor will be served and make recommendations.
- **By a licensed caterer for cash sales:** Obtain the “Special Permit for Catering Privileges Off-Premises” which must be pre-approved by the Select Board. (Caterer usually provides this)

In all situations, the following rules apply:

- Beer is served from bottles or cans, not kegs.
- Attendance does not exceed 60 persons in the Tucker or Washington Street Conference Room or 80 persons on the Third Floor.
- A security deposit of \$300 must be paid at time of contract signing. (refundable provided no damages, cost overruns or usage violations occur).
- Event must end by 11PM.
- A security guard is present at the Licensee’s expense when the town deems necessary.

Please note: Alcoholic beverages are allowed under the above conditions in the Tucker Room, Washington Street Conference Room and Third Floor Rental Rooms only.

Appendix A General Fee Schedule

Note: All fees are per each four - (4) hour time slot. Additional hours are prorated at applicable rate.

Opera House Auditorium

Commercial and private organizations:	\$550 or 8% of gross receipts, whichever is greater.
• Camden nonprofits	\$300 or 6% of gross receipts, whichever is greater
• Other nonprofits:	\$450 or 6% of gross receipts, whichever is greater

Rehearsal/Set-up

Commercial and private organizations:	\$ 85
All other groups:	\$ 55

Katherine Aldridge Tucker Room (Rented in conjunction with auditorium)

- Commercial and private organizations: \$100
- Camden nonprofits \$ 55
- Other Nonprofits: \$ 75

Katherine Aldridge Room (Rented without auditorium)

- Commercial and private organizations: \$ 200
- Camden nonprofits \$ 85
- Other Nonprofits: \$ 125

Kitchen

Add \$50 to each of above fees

Washington Street Conference Room: Commercial and private: \$75; Nonprofits: \$50

Third Floor (Rented in conjunction with auditorium)

Third Floor Gallery	Commercial and private: \$ 80	Nonprofits: \$ 60
Gentlemen's Club	Commercial and private: \$ 80	Nonprofits: \$ 60
Both spaces rented together:	Commercial and private: \$150	Nonprofits: \$100

Third Floor (Rented without auditorium)

Third Floor Gallery	Commercial and private: \$110	Nonprofits: \$ 75
Gentlemen's Club	Commercial and private: \$ 90	Nonprofits: \$ 70
Both spaces rented together:	Commercial and private: \$225	Nonprofits: \$150

Banner on Building Exterior \$50 to hang/take down banner.

Licensee provides banner. Please call for specifications and permit

House Event Manager (3-hour minimum)

- First four hours: \$76
- Each additional hour \$19
- Event manager arrives 1.5 hours in advance of curtain. Events with 300 or more attendees require two managers.

Janitor & Trash Removal

- \$20 per hour (above normal cleaning)
- Trash removal: \$20 per load
- For significant trash, special arrangements can be made to rent a dumpster

Marketing/Box Office

- For profit: \$1 per ticket sold; minimum \$100 per event
- Nonprofit: Minimum \$50 per event

Technical Services (See attached)

Weddings

Katherine Aldridge Tucker Room: \$650
Third Floor: \$550

(includes table set-up, break-down; room set up time and use of kitchen. OH liaison with caterers and suppliers and onsite staff day of.

Damage/Cost Over-run Deposit

- Auditorium: \$300
- Tucker Room: \$300 for alcohol use; \$150 otherwise
- Tucker Room Kitchen, Third Floor, Washington Street: \$50

Payment Terms

Reservation Deposit in the amount of 25% of total fees is due at signing of contract, within 14 days of receipt. Balance, plus Damage/Overrun Deposit, is due 30 days before the performance date. See Booking Policy, page 1.

Stage Light Fee Schedule

Camden Civic Theatre owns and maintains the stage lights at the Camden Opera House and manages the lighting rental. Camden Civic Theatre maintains a general stage lighting pattern that is sufficient for most events, meetings, concerts and performances.

At least three weeks before your event, contact Paul Aron Weintraub to schedule a lighting check. He can be reached at 207-236-4140 or paulw@midcoast.com.

Fees

The fee information below is designed to help users budget for lighting for their event.

- Each Day of Use \$50 first four (4) hours; \$10 each additional hour.
- Technician: \$20 per person per hour
- Control Board Technician & Spot Light Operator: \$40 per hour
- Custom lighting pattern set-up/change: \$25 per person. Reverts to \$20 per person per hour once changes made. Restoring custom lighting pattern to general lighting pattern charged at \$25 per person per hour.

Fees are due and payable to Camden Civic Theatre on the performance date. Minimum billable time is one (1) hour. Licensee consultation with Camden Civic Theater is necessary for each event. Camden Civic Theatre agrees to respond to any written request for a quote within 10 days of receipt.

Camden Opera House Sound & Electrical Equipment

The cost of the house sound system is included in the rental fees for the auditorium. For most lectures and simple sound system needs, the light operator can operate the sound at no additional charge. Concert sound or other more sophisticated sound needs are encouraged to contract with a separate sound operator. Opera House staff can recommend sound suppliers in the area.

Equipment

- House sound system includes: Mackie Onyx 1640 Mixer (16 Channels), Crown and Peavey power amps (Front of House, center fill, balcony, monitors), (2) EAW JFX200i speakers (mains) , (4) EAWJFX88 speakers (center fill and monitors)
- Microphones: (6) Shure SM58, (2) Shure Beta 87A handheld wireless, (1) Shure SLX1 lavalier wireless, (3) Audio Technica suspended choral mics, assorted table, floor and boom stands
- Telex Radio COM 300 wireless communication system with (4) belt packs and headsets (single ear and microphone boom). Base unit in Light Booth. This system is used for House and Stage Managers to communicate with light and sound operators, Green Room actors and so forth.
- Backstage power: two 50 amp range plug outlets; two 20 amp and one 15 amp electrical outlets; two 30 amp quad circuits; 100 amp 3-phase drop with pigtail (5 leads).

Camden Opera House Technical Services Menu

All rates are per day of usage and include installation unless otherwise noted.

ITEM / SERVICE	HOW MANY?	COST	SUB-TOTAL
Theater Lights (equipment rental)	<input type="text"/>	\$50 for 4 hrs	
Light Operator	<input type="text"/> @	\$20 p/h	
Light Tech. (refocusing, installing gels, etc)	<input type="text"/> @	\$25 p/h	
Sound System / Basic (system, 2 corded mics, podium, no operator)		included	
Sound system / Advanced (monitors, up to 6 corded mics, choral mics)		\$100	
Shure Beta 87A wireless handheld microphone (2)	<input type="text"/> @	\$15 each	
Shure SLX1 wireless lavalier microphone (1)	<input type="text"/>	\$50	
Telex belt-pack (2 - no charge for base station)	<input type="text"/> @	\$15 each	
Cyclorama		\$125	
Thrust (installed or removed)		\$75	
Piano Tuned		\$125	
TOTAL TECH SERVICES			\$0.00

Appendix B Post-Event Inspection Checklist

The House Event Manager and the Licensee complete this form to determine, in conjunction with the final services/usage bill, the amount of Damage/Overrun Deposit retained or returned and/or additional fees owed.

Licensee: _____ Date(s) of Lease _____

Facility Rented: _____

Inspected Area(s)	OK/YES	NO	If Yes, See Reverse
Stairwells (new chips in paint, gouges?)	_____	_____	_____
Elevator	_____	_____	_____
Second floor lobby (columns)	_____	_____	_____
Ladies' Room	_____	_____	_____
Men's Room	_____	_____	_____
Auditorium	_____	_____	_____
Stage area and floor (Tape and trash removed?)	_____	_____	_____
Stage curtains	_____	_____	_____
Dressing Rooms	_____	_____	_____
Tucker Room and Kitchen	_____	_____	_____
Balcony and Loge boxes (curtains replaced?)	_____	_____	_____

Third Floor _____

Please Remember to:

RETURN OPERA HOUSE KEYS _____

Replace piano cover	_____	_____	_____
Turn off lights	_____	_____	_____
Remove your garbage, esp. food and drink	_____	_____	_____
Remove advertising/displays/programs	_____	_____	_____
Return Tech equipment (5 radio units) to cabinet	_____	_____	_____
NO smoking anywhere on property	_____	_____	_____

Additional Comments (Please use reverse side if more space required): _____

Retain Deposit? YES: _____ NO: _____ If yes, please explain: _____

Signatures: House Manager: _____ Event Producer: _____

Date: _____

Appendix C

Recommended Ticket Outlets

Camden

Wild Rufus Records	207-236-2263 (Nathaniel Bernier)
Harbor Audio-Video	207-236-6777 (Pam Markwith)
Sherman's Books	207-236-2223 (Frank Banfi)

Rockland

Grasshopper Shop	207-596-6156 (Johanna Strassberg, Caroline, Christine)
Second Read Books	207-594-4123 (Suzanne Ward)

Belfast

The Green Store	207-338-4045 (Ellie)
Fertile Mind Bookstore	207-338-2498 (LaRue)

Online Ticket Sales

Ticket Web www.ticketweb.com ; 866-468-7619	207-236- 7963 (Opera House Management Staff)
villageSoup.com/clicktix	207-236-8468 (Extension 314)

Appendix D

Camden Opera House Online Phone Sales Service

Ticketweb

The Camden Opera House offers the online and phone sales services of Ticketweb, which works as follows:

- When a licensee chooses Ticketweb to sell their tickets, the Opera House sets up a page on Ticketweb's site that lists the date, time, and ticket prices of the event, plus a description. Reservations can be made for either general admission or reserved seating.
- The licensee lists the Ticketweb website (www.ticketweb.com) and phone number (866-468-7619) on their posters and promotional materials. The Opera House lists Ticketweb on its promotional materials also, and Ticketweb is linked from the Opera House website.
- Ticketweb accepts online and phone orders, takes credit card payments and mails tickets to customers. Ticketweb maintains an up-to-date, real time seating chart.
- The Opera House has a ticket printer and prints the tickets for walk-up sales.

Costs

The licensee pays a fee of one dollar (\$1) per ticket sold, with a minimum of \$100 per event for commercial/private events and \$50 per event for nonprofit organizations. This covers the cost of staff time to set up your sales as well as costs of card stock and credit card charges, which Ticketweb charges back to the Opera House.

For the customer who purchases tickets through Ticketweb, the fees are as follows: a basic service fee of 14.5% (minimum \$1.50; maximum \$3.50) per ticket, and order fee (\$1.50 per order). Most costly way for a customer to purchase tickets is to use the phone line, which adds a fee of \$1.25 per ticket for the "human assistance fee".

For example, two \$10.00 tickets purchased online would cost $\$20 + \$3.00 + \$1.50 = \24.50 (average cost per ticket = \$2.25) Those same tickets purchased over the phone would cost \$27.00.

Typically the licensee receives the income from ticket sales through Ticketweb ten days following the conclusion of the event.

Ticketweb, established in 1995 was the first company to sell tickets online. In the year 2000, Ticketweb became a subsidiary of Ticketmaster and in 2004, Ticketweb US sold over 2.2 million tickets for approximately 2500 clients. For fool-proof, professional ticketing services, the Camden Opera House recommends that licensees utilize Ticketweb.

Visit the Ticketweb website at www.ticketweb.com 1-866-468-7619