



CAMDEN OPERA HOUSE

CAMDEN MAINE

SHOW PRODUCING INFO **AND OPERA HOUSE POLICIES AND PROCEDURES**

January 2018

Town of Camden/Camden Opera House

Opera House Background

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.

Policies

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.
- All ticketing and contact info.
- Any special needs/esp for tech.

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, concessions, 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 promotions assistant on your press list at kshorten@camdenmaine.gov. Please see page 10 for a complete list of how OH helps promote your event and your responsibilities.

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 a minimum of 30 days prior to the event naming the town as an additional insured 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.

Policy on loan or rental of Town/Opera House owned equipment

The Camden Opera House is a municipally owned venue. As such, we do not allow town-owned property to be used outside of town-owned buildings. We encourage anyone desiring use of our equipment to host your event at our venue, thereby allowing you to have full usage or rental of our equipment. For more information, please call Opera House Manager Kerry Hadley at (207) 236-7963.

Camden Opera House Terms of Contract (continued)

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 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.

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 \$26 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 \$75 or 10% of the amount due, whichever is greater, or the Town applies a credit of such fees toward a future, rescheduled date. **Rescheduled dates** by renter incur a fee of \$250.

Signs and Banners on Building Exterior

We can hang your banner on our building, along with our generic "Camden Opera House banner". It may be hung one week prior to your event. See Appendix F for more information

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.

Music License Fees

Licensee is responsible for payment of all license fees due for recorded or live music performed during event to ASCAP, BMI or Seasac.

Camden Opera House Safety / Building Care and usage Policies

Auditorium and Lobby

- Smoking is not allowed anywhere in the Opera House.
- 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.
- **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.
- d. no pyrotechnics or flashpots are allowed

Loge Boxes

The use of the loge boxes for public seating requires Opera House approval. Only Opera House staff is allowed to remove, store and replace loge box rails and curtains. 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

Orange cones are available to save parking spaces as needed. Elevator is in front of house; 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.

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.

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.

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, 207-596-3884 (cell).

Camden Opera House

Alcoholic Beverage Information for private parties or other special events.

The Opera House at regular publicized public events offers wine/beer and pizza as concessions.

Here are the procedures for serving alcoholic beverages.

Cash Sales:

- Without a licensed caterer. Apply for an Incorporated Civic Organization Permit from the State of Maine (phone 207-624-7220). We can provide you with the form. The permit must be approved and signed by the Town of Camden Town Manager 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. The caterer must complete a “Special Permit for Catering Privileges Off-Premises form” obtainable from the State Bureau of Liquor Enforcement at 624-7220 and have it pre-approved by the Town Manager to submit to the State with a \$10 fee. There are separate licenses for beer and wine (class 3 and 4) and beer, wine and liquor (class 1). **Important Note:** Liquor service is considered a “cash sale” if there is a charge to enter an event even if the fee is to watch a performance and no specific charge is levied for the liquor.

At a private event (wedding, private party, funeral)

- Liquor may be served for no fee. A certificate of insurance must be provided naming the Town of Camden as an additional insured, and a permit must be approved and signed by the Town Manager.

Other considerations:

- Beer is served from bottles or cans, not kegs.
- Attendance does not exceed 60 persons in the Tucker Room or the Washington Street Conference Room or 80 persons on the Third Floor. .
- A security deposit of \$300 and is refundable provided no damages, cost overruns or usage violations occur.
- Liquor is not served later than 11PM.
- A security guard is provided at the Licensee’s expense when the town deems necessary.
- Alcoholic beverages are allowed under the above conditions in the Tucker Room, Washington Street Conference Room and Third Floor Rental Rooms only.

Appendix B Stage Light Fee Schedule

The Camden Opera House lighting system includes a Leprecon LP-X24 board, Strand CD80 dimmers, ETC conventional instruments, Chauvet LED color washes. There is a house lighting plot that will serve most renters; if the lights have to be refocused or regelled they have to be returned to the house plot, or the Opera House will do so and charge the renter (\$26 per hour). The COH lighting system must be run by operators approved by the COH Technical Director. Any damage due to improper or unauthorized use will be charged to the renter.

Fees

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

- Fee is included for show day. Each additional day of use: \$80 first four (4) hours; \$15 each additional hour.
- Technician: \$26 per person per hour

Appendix C 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.

Sound Inventory

| | |
|-------------|--|
| FOH console | Mackie Onyx 1640 (16 Channels), |
| Amps | Crown (Front of House, center fill, monitors, sub-woofer), and Peavey (balcony) |
| Speakers | (2) EAW JFX200i speakers (mains), (4) EAWJFX88 speakers (center fill and monitors), (4) Renkus-Heinz speakers (balcony), Berringer B1800X sub-woofer, (2) Yamaha A12M monitor wedges |
| Processor | DBX Driverack, Alesis MidiVerb, ART graphic EQ, Symetrix compressor |
| Microphones | (6) Shure SM58, (4) Shure SM57, (2) Shure Beta 87A handheld wireless, (1) Shure SLX1 lavalier wireless, (3) Audio Technica suspended choral mics (6) Condenser mics, (2) boundary mics |
| Misc. | Assorted stands and booms, 4 channel sub-mixer, Sennheiser hearing assist system, 4 DI boxes, Carvin bass amp |

NOTE: This is a mono system with two monitor mixes. The Opera House **does not** add or remove components, or reconfigure this system. For events that require a larger sound system we can recommend some excellent local sound companies.

A/V Inventory

NEC NP 4001 projector
Epson EX21 projector
Teac CD-RW880 CD player/recorder
Teac CD P144OR CD player
Sony RDR-GX7 DVD player
Panasonic BMP-BD809 DVD/Bluray player
HP Laptop

Appendix D Ticket Sales

Recommended Ticket Outlets

Camden

Sherman's Books 207-236-2223
Owl and Turtle Bookstore

Rockland

Grasshopper Shop 207-596-6156

Belfast

The Green Store 207-338-4045 (Ellie)

Augusta

Musician's 1st Choice 207-623-0400

Newcastle

Mexicali Blues 207-563-3680

Camden Opera House Box Office and Ticket Sales

General Admission Ticketing for your event is included in your rental. Reserved seating ticketing can also be set up – there is an additional fee of \$250. We supply the box office staff the night of your show. We ask that you supply up to 4 ushers who should arrive 1 hour 15 minute prior to start of event; we will provide training to them.

The Opera House offers a BUY TICKET button directly on our website. Ticket buyers can call (207)536-5850 to purchase tickets by phone; go online at www.camdenoperahouse.com and purchase using a credit card. There is a “will call” or “print ticket now” option. Tickets will not be mailed. Please NOTE that Ticketbiscuit charges a per ticket convenience fee to cover their costs and credit card processing fees. This fee is about 11% of the face value. The lowest cost to consumer is for tickets purchased online; fee increases for telephone sales with an operator as it is costlier to administer. Your ticket buyer can also come to the Town Office on any day they are open and purchase tickets at NO FEE between 9 am and 3 PM.

The Opera House will settle ticket sales following your event and refund to you any monies not owed towards the rental, usually within one week of the conclusion of your event.

APPENDIX E - PROMOTION

The Opera House wants your event to be successful and well attended.
We do everything in our power to promote you through:

- Our beautiful **website**
- Inclusion on a four color brochure, 6,000 copies of which are created and distributed seasonally throughout midcoast and also handed to each attendee at events prior to yours.
- Our 24/7 telephone **Events Line (207)236-7963 x 1**
- In our **window displays** (please provide us with 6 copies of your poster) Ideally we should have this at least one month prior to your event. We also create a “movie” sized poster for our front window.
- Opera House **Facebook posts and boosts**
- **Display ad in the FREE PRESS (once or twice in time leading up to your event in Opera House list of upcoming events)**
- **Onstage announcements**
- In a promotional **slideshow** of coming events
- Targeted **emails** to relevant past ticket buyers and Opera House email mailing list.

The sooner we have your information and the more comprehensive it is, the better we can help promote your event.

You are responsible for:

- Providing us with a great 1 MB promo photo (or as large a size as you can) for print, and numerous smaller KB sized photos for our website.
- Creating and distributing your own posters/advertising materials, including print ads.
- Press releases, etc., your own social media
- Night of show providing 4 – 6 volunteers to act as ushers and help in box office.

We can provide you with **updated press/media contact lists** and **poster distribution lists**.

Also, if you have a multi-date event, you may want to consider producing a **banner**, which we will hang on the Opera House exterior one week prior to your event. (See permit and specs, Appendix F)

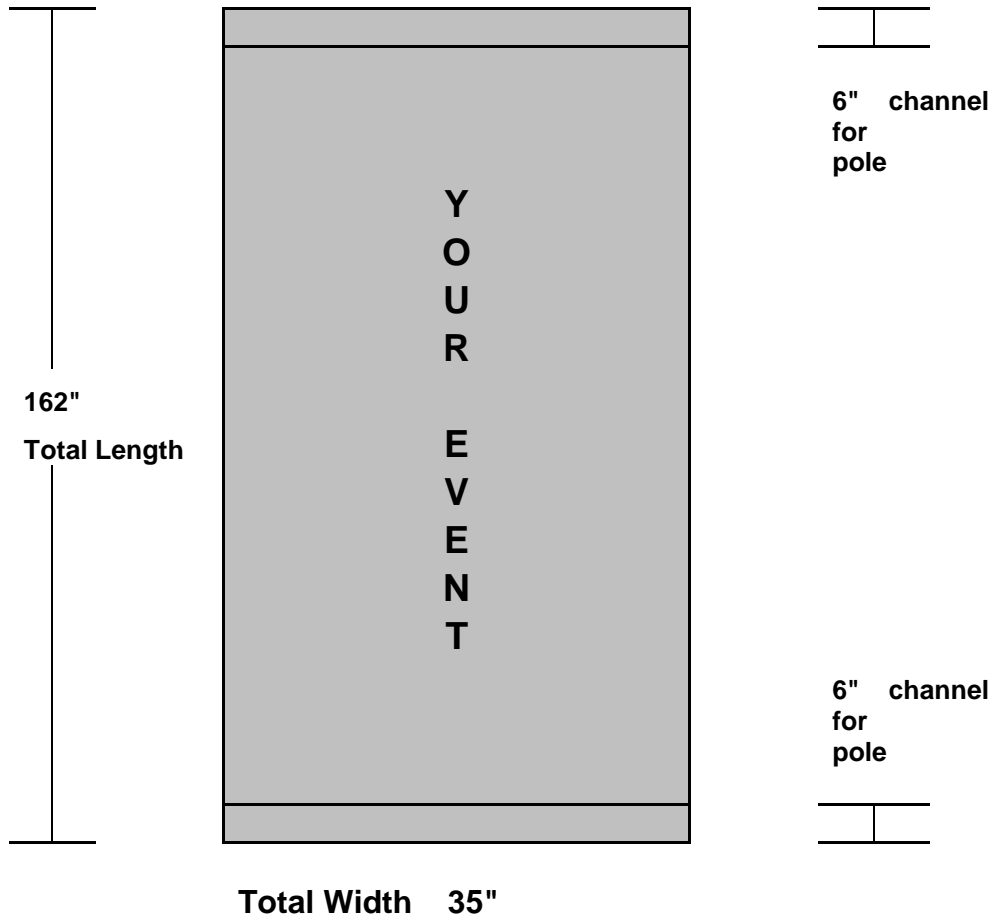
We need your hi res, large photo files as well as smaller ones for our web presence. Please provide these at the time of booking – there is no such thing as promoting an event too early!!

COH Slide Show Protocol

- The Camden Opera House shows an Upcoming Events slide show on any events where there is projection.
- Auditorium doors open 30 minutes prior to show time for seating. The OH slideshow is played from time doors open to show welcome and/or start. During that time walk-in music, chosen by COH is played.
- With the permission of the Opera House Manager, a renter may submit a slide show to be played beginning 10 minutes prior to start of event. The slide show must be in PowerPoint, and must have all transitions in place. We recommend that it does not have audio.
- The COH Technical Director **must** receive the slide show at least two working days before the show (ex. For a Friday night show, the slide show must be received by noon on Wednesday). The slide show will be loaded and tested – any corrections must be made by the renter within 24 hours. **No changes will be accepted after noon on show-day.**
- The COH reserves the right to not play a slide show.

**Camden
Opera
House
Vertical
Banner
Dimensions**

March
2013



**Banner
specifications/suggestions:**

- In order to minimize strain on the banner poles, banners must be made of nylon or vinyl.
- Include "wind-cuts" throughout the banner so wind can travel through it.

Please call Dave Morrison, Opera House TD, (207) 236-3154
or email dmorrison@camdenmaine.gov
to arrange for the banner to be hung one week prior to your event.