

# Rental Rules & Policies

All individuals/organizations renting spaces from Theatre Raleigh Arts Center must read and agree to all items below prior to reservation, and the person(s) signing below is responsible for ensuring all members/guests of the rental are in compliance.

## RESERVING A SPACE

1. **All rental requests must be made with enough advance notice** for personnel to be scheduled/spaces to be prepared. For performance events, this can range from 30 days to 3 months (depending on rental needs); for non-performance events this can range from 2-3 weeks. Requests made without enough notice may be denied.
2. **Renters must pay a deposit in advance to reserve their spot on the calendar**; if no deposit has been made, the dates may be released to other renters. Deposits will be half of the overall cost of the rental at the time the reservation is made - any added cost, from additional rental fees agreed upon to damages incurred, will be added to the second payment due at the start of the rental or an additional invoice post-rental if necessary, charged to the card information on file.
  - a. For rentals made far in advance (e.g. more than 3 months), a 25% deposit may be accepted, with the second 25% deposit due at a later date.
3. **Cancellations** must be made at least 2 weeks in advance for non-performance rentals, and at least 3 months in advance for performance rentals, for the deposit to be partially refunded. If costs have been incurred for any preparations specific to the rental prior to its cancellation (including loss of other potential rentals for the scheduled time of said canceled rental), that amount will be deducted from the money refunded.
4. **For any “no-show” rentals** (who, without notice, do not arrive in the first half of the timeframe of the rental OR within two hours, whichever is shorter) the full cost of the rental will be charged and on site staff may be released (e.g. for a performance event where the span of day is 8 hours, if the renter does not arrive or reach out within 2 hours of the start of the day, the rental is canceled and the staff will be released and sent home; for a two hour practice room or dance studio rental, if the renter does not arrive within the first hour, the rental is canceled and the staff will be released and sent home).
5. Theatre Raleigh will have an on-site staff member for load-in/out and all public events who will unlock the exterior doors to the appropriate space(s). **No exterior doors are to be propped or blocked open at any time** - any times when the front doors need to be unlocked must be communicated to the rental manager at the time that the final Rental Pricing Package is confirmed (see below).
  - a. **As this is a safety and liability issue, a fine beginning at \$50 will be incurred if any exterior doors are found propped/left open and unattended, and beginning at \$100 for loading dock doors.**
6. **A final Rental Package must be finalized and confirmed at the time of deposit.** If any elements are still not confirmed at that time, these must be finalized at least three weeks prior to any performance events, which will include all space setup requirements

(including use of basic inventories, risers and chairs, any additional technical elements being rented), all on-site rehearsal and performance times (to inform when on-site staff is needed to unlock front doors), etc., and farther in advance is preferred. **Anything not agreed upon at the time of deposit is subject to availability and may not be an option for the rental (including access to loading docks).**

7. **If your performance rental requires changes or additions to any of the basic packages** (such as wanting any lighting design or cues, additional sound equipment including any microphones, etc.), **YOU MUST SCHEDULE AND ATTEND A TECHNICAL MEETING with theatre staff at least two weeks prior to your event and you MAY BE REQUIRED to hire additional technical assistance.** Theatre Raleigh welcomes renters to utilize their own technicians, and can provide basic tutorials on our spaces/equipment as needed (charged at the rate of \$25/hr for our technician leading the tutorial).
8. For non-performance rentals, management reserves the right to move customers to a space of equal or greater value with the same equipment.
9. Management reserves the right to remove anyone that violates any of the terms of this agreement.

#### **GENERAL TERMS**

10. **No Renters are permitted to use any tools or materials from the Costume or Scenic shops at ANY TIME unless explicitly agreed upon in the rental package, with a qualified TR technical staff member present. (See 11.a.)**
11. Renter will only use the area(s) assigned. Lobbies are shared spaces unless otherwise specified and must be respected as such (keeping volume down, not leaving/storing items, etc). **Any presence of renters in spaces not booked may result in a charge up to the cost of the daily rental rate of that space.**
  - a. **As this is a safety and liability issue, a fine beginning at \$50 will be incurred for any unauthorized usage of spaces/tools - please note there are security cameras throughout the buildings.**
12. **Renter shall observe their time schedule** for setup, events, and load out according to this agreement to ensure that no other scheduled event is interfered with. **Spaces will not be accessible until the approved start time of the rental, and any time spent in the building past the approved end time will incur an overtime fee of at least \$50/hr.** (See also the Rule 4 for no-show rentals on pg. 1)
13. **No equipment or other property belonging to Theatre Raleigh is to be removed from the space or relocated unless agreed upon in the rental package.**
14. Smoking and use of e-cigarettes is prohibited inside all spaces. No use of atmospherics, haze, fog, smoke, etc. is permitted on the premises without explicit permission and meetings with the technical staff to coordinate safety protocols.
15. All events conducted at Theatre Raleigh are subject to the applicable ordinances of the City of Raleigh, including the noise ordinance. Renter shall be responsible for event compliance. If the renter is concerned about the noise ordinance (i.e. will be utilizing outdoor sound amplification), the rental manager should be consulted in advance of the event date to review and discuss options.

16. A violation of any of the provisions described within this agreement, posted notices within the spaces, or changes/additions to the above terms agreed upon prior to the event may, at the sole discretion of Theatre Raleigh, result in a damages charge to the card on file.

### **PAYMENT**

17. A deposit to cover pre-rental setup will be required to confirm your rental reservation. (See rule 2 about deposits on pg. 1) Full payment of remaining balance must be made at or before the start time of the rental.
18. Payments may be made by credit card via Square or Ludus- an invoice will be sent via email. If any other form of payment is required, this must be agreed upon at the time of booking.

### **USE OF SPACE**

19. These rules and policies must be followed for preservation and upkeep of rental areas out of respect for all people and organizations who utilize these spaces. Please treat the space and the items therein with respect. Damages will be charged to the renter, and extensive damages may forfeit any future rentals.
20. **Do not place masking tape or duct tape to mark the stage.** You may only use gaff tape, spike tape or glow tape (i.e. tapes designed for use on a stage). Renters must supply these items or purchase them through TR in your rental agreement in advance of your rental.
21. **Nothing (including promotional items, merchandising items, posters, etc) may be attached to the wood or plaster walls, tables, bars, or surfaces of any spaces. DO NOT USE TAPE ON ANY SURFACES UNLESS APPROVED - this includes the bar, the box office table/desk, the walls, the glass doors, etc.** If this occurs there may be a damage fee. There are marquee boxes available for rental use to display signs, as well as sandwich boards and other media display options available upon request. Reach out to the rental manager with any questions.
22. Minimal screwing into the floor is allowed in performance spaces **EXCEPT the Cabaret/Lobby Extension Theatre, where no screwing into the floor is allowed.** Reach out to the rental manager first if you are unsure about the use of screws.
23. **Theatre Raleigh is not responsible for stolen or damaged personal property.** Any items brought into the space must be insured through outside sources. Any props, tools, ladders, etc brought into the space must be removed, and rented items returned to their correct spot. Items left behind at the conclusion of a rental will be disposed of. For multi-day rentals, take all personal belongings home each day.
24. **Pick up and dispose of all trash and recycling in the proper receptacles.** Trash in common areas (e.g. the lobby, bathrooms) is removed by the cleaning crew once a week, but any overflowing or pungent trash must be removed by the renter to the outdoor dumpsters (see dumpsters map in renter resource documents, as well as Rule 45 re-cleaning).

25. Your \$150 cleaning fee covers a pre/post-rental cleaning, and weekly cleanings of shared spaces (lobbies and restrooms) during your rental. **It is the responsibility of the renter to clean the space(s) during the duration of the rental**, unless otherwise agreed upon. Basic cleaning supplies are provided; inform your rental manager of any needed supplies that may be low in a timely manner.
26. **Do not place liquid items or food near or on the light and soundboards, or any electrical equipment.**
27. **Do not drag chairs across the floor as this causes damage to both the chair and flooring. Dollies are available for moving chairs (which must be stacked 10 high, no higher) and re-set in their original locations at the end of the rental.**
28. Turn off all electrical equipment as instructed (light and sound boards are left on during rentals, check in with the rental manager if you have questions). See additional information about locations of light switches.
29. **Do not move any items unless specific permission has been granted.** This includes steps, sub-speakers, equipment hung in the grid, or guard rails that are located in the theatre. Chairs/furniture may be moved as needed but **MUST NOT BLOCK ANY DOORWAYS OR WALKWAYS AS THIS IS PROHIBITED BY THE FIRE MARSHALL**, and must be returned to their original arrangement at the end of the rental. If you have any questions about doorways and walkways, reach out to the rental manager.
30. **Do not adjust the thermostats.** Consult your on-site staff member if there is a temperature problem. If an adjustment is made, it must be reset at the end of the day.
31. **Parking lots are shared with other businesses and venues** - any parking within the Kennedy Space Center complex is available for you/your patrons.
32. **All building signage must be visible at all times and must not be altered or covered, including bathroom signs, exit signs, etc.**
33. **Pyrotechnics, smoke machines, bubble machines, snow machines and the like are prohibited.** If these items are used on the property, the fire alarms will go off and the renter will incur a penalty fee.
  - a. For the De Ann S Jones Theatre - Atmospherics must be rented through Theatre Raleigh, and a Fire Watch personnel must be hired through Theatre Raleigh to be on site for the duration of usage.
34. **All decorations must be free standing. Fastening or adhering anything to the walls, doors, windows, etc. is prohibited.** Scenery may be secured to the floor using wood screws, though any excessive damage to the floors may incur a fee. Reach out to the rental manager beforehand if you have any questions about this.
35. Minimal candles can be used if they are accompanied by a holder that will catch the wax. **All candle styles/amounts must be pre-approved by the rental manager.** All candles must be placed out of the reach of children and must be extinguished at the conclusion of the event.
36. Helium balloons are not allowed. Any pieces of popped balloon (inside and outside) must be properly disposed of at the conclusion of the event.
37. Other prohibited items inside include: confetti/confetti sprinkles on tables, glitter, sparklers, birdseed, rice, potpourri/powerful fragrances, silly string, and other like

materials. Ask the rental manager for approval if you are unsure about the use of any item.

38. Writing on any mirrors is not allowed.
39. Tap shoes may be used ONLY if approved prior to the beginning of the rental (and NOT in the Cabaret Theatre or lobbies). Please speak with the rental manager if you want to inquire about tap shoe use.
40. Unless otherwise discussed in advance, only one (1) table is allowed in the lobbies for purposes such as registration, merchandise, etc. This table may be brought in, or can be provided by Theatre Raleigh if arranged in advance.

### USE OF EQUIPMENT

41. **Any items rented from Theatre Raleigh must remain in the space at all times. Only items that have been specifically agreed upon in advance may be moved around among spaces, all other items must remain in their set location** (i.e. risers, lighting instruments, speakers, boards, cabling, etc.).
42. **DO NOT TOUCH any tools or equipment not specifically outlined in your rental agreement.** Scenic and Costume shops are strictly off limits unless specified in advance. (See rule 10)
43. **Any damages to equipment that has been rented will incur a damages fee** to be charged to the renter, either to repair the damage or replace the item. Any damages to the facility or other items in the spaces will also be charged to the renter (including damage to walls, furniture, etc).
44. Anything unplugged must be plugged back in as it was found, and vice versa. Any cabling rented from TR must be coiled properly (or returned as rented, i.e. if it was already run and plugged in it can remain that way). **This includes re-setting cables/wiring in the grid for lighting and sound that are adjusted during rental use.**
45. **Cleaning:** for one-day rentals we ask that you pick up after yourself and dispose of all trash in proper receptacles. For longer rentals, the following (and any additional cleaning desired/needed) must be completed by the renter as needed throughout the duration of the rental. Extra supplies (trash bags, toilet paper, paper towels, etc.) are stored in both the Arts Center and Studio lobbies - ask your rental manager or on-site staff member where these are located.

(a) **All trash containing any perishables (food) must be bagged and taken to the dumpsters** (see map for locations of trash and recycling dumpsters) as needed, as well as once a week, and at the end of the rental. A rolling trash can must be used to transfer bags to the back door to the dumpster to avoid any drips/mess.

(b) To avoid damage to the flooring, the renter will inspect the floors to make sure all liquid is removed from the floor at the conclusion of each day.

(c) Any trash, bottles, cans, etc. left outdoors must be collected and placed in the proper receptacle before leaving.

(d) The kitchen/break room area, if used, must be cleared out and all debris removed from sinks.

46. **DO NOT take items from the Theatre Raleigh offices or desks.** The offices are not included as a part of your rental spaces and are OFF LIMITS to all renters. The copy machine, computers, and printers are NOT for public use. If you are operating a box office for your show, please make arrangements for your own change, tickets, etc..
47. **The concession areas are OFF LIMITS** except by Theatre Raleigh FOH staff. **DO NOT** remove anything from the concessions areas. Please note there are security cameras throughout the spaces.

#### MARKETING/PUBLICITY

48. **Any promotional items/materials/publicity/programs/etc. that include Theatre Raleigh's logo or location information must be approved by Theatre Raleigh before they are dispersed.** Events at the TR Studio must specify the location (not at the main building) to avoid patrons arriving at the wrong location. It is the responsibility of the renter to ensure patrons/guests are aware of the location at the 3027 Barrow Dr building - sandwich-board signs are available upon request, and the renter is responsible for placing and returning these daily.
49. While Theatre Raleigh is not responsible for marketing or promotion of rental events at the theatre and is not required to distribute information to our patrons, rental event information is sent out in a monthly email to our patrons. See your rental agreement about when to submit and what graphics are needed.

#### SECURITY/SAFETY

50. **For all public/event rentals, a Certificate of Insurance is strongly recommended, with coverage in full force and effect.** While Theatre Raleigh is insured, that does not cover outside individuals/organizations utilizing the spaces.
51. **EMERGENCY CONTACTS:**  
Fire or Ambulance/Emergencies: 911  
Non-emergent problems: your on-site staff member, or the rentals manager at rentals@theatreraleigh.com
52. **A representative from your organization/party should be in the theatre lobby at all times.** Renter must be sure all doors to the outside are securely closed before you leave and that lights are turned off. (see Rules 5 and 53)
53. **Keypad access numbers are not to be shared with any unauthorized personnel - any member who needs access must sign the appropriate agreement. Do not prop open any doors.** If you need doors unlocked, speak with your on-site staff member.
54. Theatre Raleigh has security cameras throughout the TRAC and TR Studio spaces, and will use the footage to investigate any damages, missing inventory, etc. if necessary.
55. **Theatre Raleigh does not accept cash payments at any locations,** and uses Square to process all payments. Renters are responsible for informing patrons/guests as necessary.

56. If severe weather occurs, keep the audience in the building, away from windows. Follow all local/state instructions and guidelines and contact the rental manager if you have questions or concerns.
57. A first aid kit is located in the supply closet in the main lobby at the TRAC, and in the dressing room in the TR Studio. Ice packs are available from the freezer in both kitchens/break rooms. Theatre Raleigh assumes neither responsibility nor liability for the administration of drugs or medical attention by non-qualified personnel.
58. No outside alcohol is allowed on the premises unless discussed and approved ahead of time, and in accordance with all NC and local laws (i.e. no alcohol served before 10am on Sundays, etc). No alcohol may be sold on the premises except by Theatre Raleigh staff - no exceptions!

#### **END OF RENTAL EXPECTATIONS**

59. **Renter is responsible for returning the space to its original setup/arrangement as found upon arrival**, including sweeping the floor with the provided push broom(s) for any large/obvious messes, replacing any moved furniture, anything unplugged/plugged in, all trash/recycling disposed of in proper receptacles (as specified above), any mess cleaned up, all personal items removed, and all other requirements listed above.
60. Return any items rented from Theatre Raleigh to the on-site staff member if applicable, or leave them as/where you retrieved them. Use this equipment as if it were your own - any damages made will be charged to the renter.

Signatures and card information on file will be located in your specific rental agreement to keep information organized and secure. Reach out to your rental manager with any questions.