



**SALEM CIVIC CENTER**  
Taliaferro Complex

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# **TENANT MANUAL**

## **SALEM CIVIC CENTER**

101 Boulevard • PO Box 886  
Salem, Virginia 24153-0886

## **ASSIGNMENTS OF DATES AND DEPOSITS**

Tenants desiring information regarding availability of dates should contact the Director or the Assistant Director of Civic Facilities at 540-375-3004. Our standard rental agreement will then be forwarded to you and should be signed and returned to the Director of Civic Facilities. A temporary "hold" will be placed on the date with reference to the time desired and room assignment. Attached to this agreement should be the required deposit, preferably in the form of a certified check made payable to the Salem Civic Center Complex. If a copy of the signed agreement and deposit are not received by the Director of Civic Facilities within fourteen (14) days from the date the initial "hold" is placed, the date(s) will be released without notice. "Holds" may be challenged by other parties desiring the same date, and the tenant may be asked to produce the signed agreement and deposit within twenty-four (24) hours of the challenge. Deposits are not refundable for canceled events.

## **DATE PROTECTION POLICY**

When comparable events request the same dates, preference on dates is given in order of requests. The Civic Center will attempt to provide protection before and after events to competitive shows.

## **INSURANCE**

Thirty (30) days prior to event, the tenant must supply the Director of Civic Facilities with a certificate of insurance naming the Salem Civic Center Complex and the City of Salem, Virginia as additional insured on the face of the policy. The limits of this insurance will not be less than \$1,000,000.00 Combined Single Limit, unless a larger amount is requested. Tenants who fail to provide the required insurance coverage may be insured by the City of Salem with a premium deducted from show settlement. In many instances, the Civic Center can secure the required insurance coverage and backcharge this to the event.

## **HOUSE STAFFING SERVICES**

The Salem Civic Center provides the services of all staff normally required to stage an event. This personnel includes box office services, ticket sellers, ticket takers, ushers, stagehands, security, lighting technicians, sound and audio-visual personnel, custodians, forklift operators, and the like. Inasmuch as the Civic Center is rented on a "four walls" basis, charges for staffing are the sole responsibility of the tenant and, and rates are listed on the following pages. The number of event services personnel and technicians are determined by the Director of Civic Facilities in consultation with the tenant and are based on expected attendance and like factors.

## **FLOOR PLANS**

All exhibit shows are required to submit a copy of the proposed floor plan to the Director of Civic Facilities at least fifteen (15) days prior to the event. This plan must be approved by the City of Salem Fire Department and the Director of Civic Facilities. Tenants are instructed not to assume that the floor plans are acceptable until they receive a copy of the plan showing the necessary approval of the Civic Center Complex.

## **COPYRIGHTED MATERIAL**

The artist and promoter warrant that all copyrighted material to be performed in the Salem Civic Center has been duly licensed or authorized by the copyright owners or their representatives and agree to indemnify and hold harmless the Salem Civic Center Complex and the City of Salem, Virginia from any and all claims, losses, or expenses incurred with regard thereto. BMI/ASCAP fees will normally not be withheld by the Salem Civic Center Complex.

## **FREIGHT DELIVERIES – CRATE STORAGE**

The Salem Civic Center will accept in advance freight shipments for tenants or exhibitors, subject to building limitations. Freight invoices should state the show name and will not be accepted with monies due (no C.O.D.). There is a charge for items received prior to setup day.

## **BASIC RENTAL SERVICES**

The Salem Civic Center Complex shall provide at no additional cost to the tenant general room lighting, ventilation, and air-conditioning or heat during the hours the premises are open to the public; use of lobbies/entrances, hallways, box office, and other public rooms, facilities appropriate to the use of that space described above on the dates and during hours listed. Limited office space is available for use of event management, if requested, at no charge.

## **PHYSICAL ARRANGEMENTS**

All physical arrangements and setup information must be presented to the Director of Civic Facilities at least five (5) working days prior to the event. Precise preliminary planning will allow the Civic Center to provide your event with the best possible service.

## **BOX OFFICE**

The Civic Center operates its own box office utilizing the computerized TicketMaster ticketing system. This assures our customers of the maximum number of outlets in the area for the sale of their tickets. List of outlets at the current time may be obtained from the Box Office Supervisor. The charge for box office services is three percent (3%) of gross ticket sales after applicable taxes plus credit card service fees. A mutually agreed and negotiable upper stop limit may be placed on this charge. All tickets for admission to events scheduled for presentation at the Salem Civic Center arena must be sold through the Civic Center box office and outlets. The consignment of tickets to tenants must be approved in advance by the Director of Civic Facilities or the Box Office Supervisor.

## **PROGRAMS – NOVELTIES – SOUVENIRS**

The sale of all programs, novelties, and souvenirs is subject to a minimum twenty percent (20%) commission fee payable to the Salem Civic Center at the completion of the performance. A flat fee may be negotiated between the tenant and the Director of Civic Facilities when it is in the best interest of the City of Salem to do so. Virginia state sales tax is also collected by the Civic Center and remitted to the Department of Taxation. Sales tax is non-negotiable and is collected before any other commissions are paid.

## **FOOD AND BEVERAGE ITEMS**

Food and beverage items may not be sold by the tenant or by exhibitors, or their representative at any time. Samples of food or beverage may not be distributed by the tenant, exhibitors, or their representative without the permission of the Director of Civic Facilities. Tenants renting the Salem Civic Center Complex for food and beverage functions must utilize the services of our in-house catering department (Salem Catering). It is suggested that any tenant planning such a function contact Salem Catering & Concessions at 540-375-0956 for menus and pricing.

## **SECURITY**

Tenants are responsible for complete security within the portion of the Civic Center rented. All security arrangements are subject to the approval of the Director of Civic Facilities. For Civic Center arena events, the tenant must provide all doormen, guards, police, ticket takers, ushers, ticket sellers, and stagehands to properly staff event. The tenant should provide badges or passes for all personnel, exhibitors, service contractors, and subcontractors.

**AIR CONDITIONING AND LIGHTING POLICY  
FOR MOVE IN & MOVE OUT**

Air conditioning and full lighting are in operation only during the contractual show hours of an event. Air condition will not be in operation during set up or tear down of an event, unless the temperature conditions might create excessive discomfort for those participating in these activities as deemed by the Director of Civic Facilities.

**TELEPHONE CONTACTS**

The Salem Civic Center Complex administrative office telephone number is 540-375-3004, and the facsimile number is 540-375-4011. Personnel are as follow:

Director of Civic Facilities	Carey Harveycutter
Assistant Director of Civic Facilities	John Saunders
Civic Facilities Events Managers	Paul Bowles & Brian Horsley
Civic Facilities Sales Representative	Peggy Dickerson
Box Office Supervisor	Hank Luton
Booking Coordinator	Debra Hite
Accounting Technician (Billing)	Judy Dean
Salem Catering & Concessions	Sam Terry Food & Beverage Manager 540-375-0956 540-375-4011 fax

## RENTAL RATES AND CHARGES

### Arena

<i>Arena</i> – single event rental – ticketed	\$2,850.00 minimum per day or ten percent (10%) of gross tickets sales, whichever is greater
<i>Arena</i> – single event rental – non-ticketed and ticketed event with ticket price less than \$10.00	\$2,850.00.00 flat fee
Box Office Charge	Three percent (3%) of gross ticket sales
Admissions Tax	Five percent (5%) of gross ticket sales
Credit Cards	Three percent (3%)

## **RENTAL RATES AND CHARGES**

### **Community Room and Parlors**

Meetings, Seminars, Meals, etc.

#### **Parlors A-C-D**

Full Day	7:00 am - 11:00 pm	\$ 85.00
Discount Period	7:00 am - 3:00 pm	\$ 75.00

#### **Community Room Sections 1-2-3**

##### **Entire Room**

Full Day or Evening (Sun-Fri)	7:00 am - 11:00 pm	\$600.00
Discount Period	7:00 am - 3:00 pm	\$450.00
Saturday Rate		\$700.00

##### **Individual Sections** (no individual sections rented on Saturdays)

Full Day or Evening	7:00 am - 11:00 pm	\$250.00
Discount Period	7:00 am - 3:00 pm	\$200.00

#### **Dances**

In addition to the required space rental, it will be the responsibility of the tenant to pay for two security guards and one Civic Center employee at the prevailing rate beginning one hour prior to the scheduled start time of the dance and ending when the last person, including the band or DJ and all guests have vacated the space. Tenant must purchase setups from Salem Catering at the prevailing rate per person plus service charge and tax.

#### **Banquets**

For banquets there is no separate space charge assessed, provided a minimum of 20 persons is served in parlors and a minimum number depending upon the space requested in the community room.

## SPECIAL SERVICES AND EQUIPMENT

Stage	Included in rental of ticketed event; \$400.00 for non-ticketed event
Stage Backdrop – Eight (8) feet in height	Included in rental
Riser Platforms	Included in rental
Tables	\$ 3.50 per set up
Clothed & Skirted	\$ 20.00 per table
Chairs	\$ .25 per set up
Pipe and Drape	\$ 1.50 per running foot
Booth	\$ 25.00 per set up
Flip Chart & Easel	\$ 15.00 per chart
Piano	\$ 50.00 per day
Baby Grand Piano	At rental cost
Portable Radios	\$ 15.00 each per day
Extension Cords	\$ 10.00 each
Gaffers Tape	\$ 20.00 per roll
Audio-visual Equipment	
Imager	\$ 75.00 per day
TV-VCR-DVD (32")	\$ 75.00 per day
Slide Projector	\$ 30.00 per day
Overhead Projector	\$ 25.00 per day
Screen	\$ 25.00 per day
Lapel Mic	\$ 25.00 per day
Extra Mic on podium	\$ 25.00 per day
Wireless Internet	\$ 40.00 per meeting room event \$250.00 per arena event
Electrical Outlets (inside)	\$ 35.00 per 110 volt \$ 75.00 per 208/220 volt
Electrical Outlets (outside, as available)	\$ 40.00 per 110 volt \$100.00 per 208/220 volt
Camping Spaces	\$ 35.00 per day
Excessive Refuse Removal	\$ 50.00 per dumpster

All Rental items are plus applicable taxes.

**EVENT PERSONNEL**

Usher	\$9.00 per hour with a minimum three (3) hour call
Security Guard	\$14.50 or prevailing rate per hour with minimum three (3) hour call
Ticket Taker	\$9.50 per hour with minimum three (3) hour call
Staff Employee	\$13.50 or prevailing rate per hour with minimum three (3) hour call
City of Salem Police Officer	\$37.50 per hour rate of pay with minimum of three (3) hour call

**TECHNICAL PERSONNEL**

House Electrician	\$150.00 per day from move in to move out
Utility Man/Custodian/Laborer	\$13.50 per hour with a three (3) hour minimum call
Fork Lift Operator	\$25.00 per hour with a one (1) hour minimum call; maximum charge of \$250.00
Stagehands, IATSE #55	See following page.

LOCAL NO. 55 I.A.T.S.E. UNION STAGEHAND RATES

	IN OR OUT RATES						PERFORMANCE RATES		
	MONDAY - SATURDAY		SUNDAY - HOLIDAYS		MONDAY - SATURDAY		SUNDAY - HOLIDAY		
	4	4+ to 8	1	4	4	4+ to 8	4	4	4+ to 8
CALL HOURS	15.60	62.40	23.40	93.60	23.40	62.40	15.60	88.64	22.16
Stagehands, House Lights, Variable Lights, Sound, Flyman, Wardrobe, Projection, Spotlight, Electrician/Stage Video Electrician	21.49	85.96	21.49	32.24	128.96	32.24			
* Loader/Unloader	18.88	75.52	18.88	28.32	113.28	28.32	15.60	88.64	22.16
Rigger/Truss	26.23	104.92	26.23	39.35	157.40	39.35	19.34	116.14	29.04
Forklift	18.88	75.52	18.88	28.32	113.28	28.32	15.60	88.64	22.16
Rehearsal	62.40	62.40	15.60	23.40	93.60	23.40	15.60	88.64	22.16

\* Basic fee for Loaders/Unloaders includes two (2) tractor-trailers or equivalent. Each additional trailer or straight truck is \$9.55 additional. Meal break - after five (5) hours.

Hourly rates for time in excess of eight (8) hours shall be computed at one and one-half times the applicable hourly rate. Minimum call is three (3) stagehands in the Auditorium. Minimum rigging numbers optional. Maximum 10 points per up rigger.

Any call starting at midnight or later will be one and one-half times the applicable hourly rate (earlier load outs: (2) hours straight time and (2) hours time and one-half.

A union steward will automatically be added to any call with eight (8) or more workers on the call. Work calls and overtime are at the discretion of the Business Agent.

These union rates are provided for your convenience only. They are subject to change without notice and should be used only as a guideline to assist you in estimating your event cost. When you have the specific requirements for your event, you should schedule a meeting with Civic Center Management and the local union Business Agent.

The final union bill will include an 18% administrative fee added for employer taxes, insurance and administration. Payment due upon receipt of bill.

## **PRODUCTION INFORMATION**

### **Arena Seating Capacity**

6,820 concert with 60' x 40' stage

### **Adjustable Risers**

8"-16" available – 12 4' x 8' sections

### **Exhibit Area (10,000 sq.ft.)**

Secured load-in area for concerts at the rear of the arena connected by a 12' x 14' roll-up door. Shore power for up to six buses (maximum fit) with additional outside doors. No trouble with semi-trailers or buses in entering or leaving.

### **Floor**

Concrete – unlimited load

### **Ceiling Height**

42' to light beams (rig point)

### **Rigging Information**

41' from floor to beams for rigging. Rigging is situated by dead hang or bridal of main support beams of building on 30' centers.

### **Stage (SICO)**

Portable - variable height (48"-72" in 4" increments) – maximum size (40'x80' – maximum width is 80' due to fire laws. Optimal depth is 40.')

### **Electric**

1 each 600 amp service

1 each 400 amp service

2 each 200 amp service

Location stage left and stage right

### **Overhead Electric**

Mixed system

Mercury vapor

Incandescent

### **Spots**

4 Zenons in house

### **Fork Lifts**

1 14' lift 5000# capacity

1 9' lift 4000# capacity

### **Dressing Room**

One large dressing room and one small dressing room located each side of stage area (SR & SL). Large dressing rooms have showers; small dressing rooms do not have showers. All have toilets and other standard amenities.

One large dressing room is available at the front of the house with access through basement which is secure. Additional large dressing room and small dressing room at the front of the house with no easy access except through public.

### **Production Office**

Stage left - phone numbers 540-389-6739 and 540-389-0685

No long distance - \$125.00 fee per phone

### **IATSE Contact**

Jim Nelson – 540-362-3546

Includes car loaders-riggers and stagehands

### **Event Information**

*Civic Center Box Office* – 540-375-3004

(10am-6pm Monday through Friday and 10am-2pm on Saturday)

Cash, Checks, VISA, Mastercard, American Express and Discover

*TicketMaster*. Toll Free Sales Number – 800-745-3000

National Express Number – 800-448-7849

Customer Service – 800-653-8000