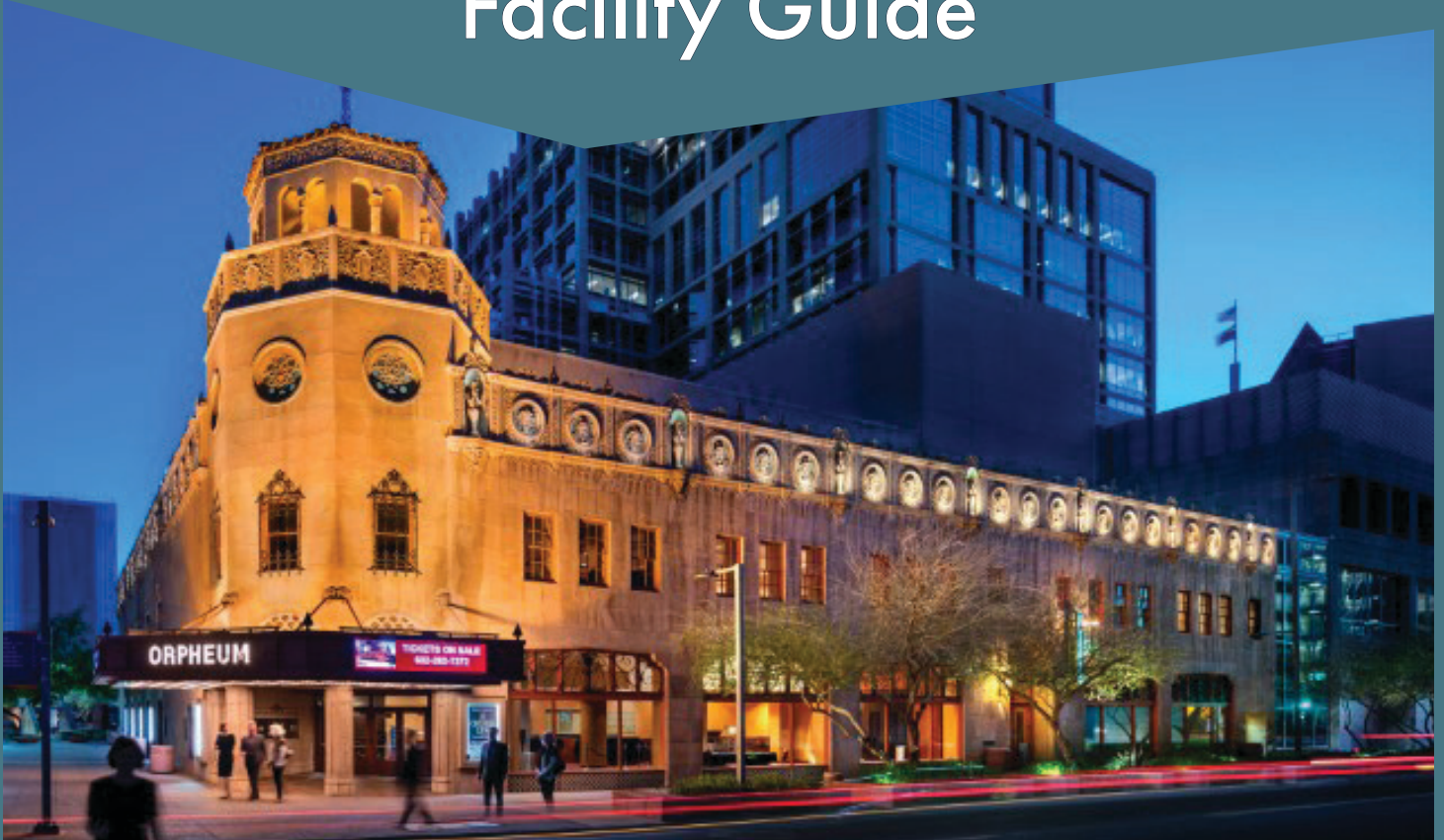


Theatrical Venues

Facility Guide



Symphony Hall
PHOENIX, ARIZONA


ORPHEUM
—THEATRE—
PHOENIX ♦ ARIZONA

DIRECTOR'S MESSAGE



Welcome to the Phoenix Convention Center & Venues. We are honored to hold the distinction as a top-tier events and convention destination in North America and our talented team is ready to provide you with the highest level of customer service as your next unforgettable event.

The Phoenix Convention Center & Venues proudly manages two of the finest theatrical venues in the country—Symphony Hall and Orpheum Theatre Phoenix.

The Orpheum Theatre was built in 1929 as the last major construction project in the City of Phoenix before the Great Depression. Since then, it has made more than its fair share of history with the many diverse performances in the spotlight. Recognized internationally as a top-ranking showcase for the arts and entertainment, the Orpheum Theatre offers rich ambiance and a historic décor truly unique to the Phoenix area. The historic theatre offers a space designed to transport you back in time but is outfitted with forward-thinking amenities making everything from movie screenings to ballet performances an ideal fit for the venue.

Symphony Hall first opened its doors to a resounding applause in 1972 and has become renowned for its ability to create a seamless interaction between audience and event. Symphony Hall offers space for events of every type and is a proud home to stunning performances from a variety of acts.

To assist you in the planning of your next event, we crafted this facility guide to help you take full advantage of the excellent services and amenities we proudly provide to our valued clients. This document is a helpful resource regarding the specific policies and procedures at our facilities and will be an invaluable tool as we work in tandem to create a successful event.

Our team is on hand to assist you in the planning and coordination of your event. You will have a dedicated Theatrical Venues Front of House Manager, who will personally ensure the planning process is as streamlined and effortless as possible and will work behind the scenes with your assigned Production Coordinator, Venue Managers and our team members and service providers to make sure the event is well executed.

We're grateful you selected our venue as the location for your event. We hope you and your guests have an exceptional experience and we look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Jerry Harper". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jerry Harper, Director
Phoenix Convention Center & Venues

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AUTHORITY & EVENT MANAGEMENT

The Phoenix Convention Center & Venues Director has full authority to act on behalf of the City of Phoenix in the management, administration, and control of our facilities. For the purposes of planning and presenting your event at the theatrical venues, the authority to act on behalf of the Director has been delegated to the Theatrical Venues Front of House Manager and Production Coordinator assigned to your event. To provide exceptional, seamless service, all questions and requests for building services and equipment should flow through your assigned Theatrical Venues Front of House Manager or Production Coordinator, who will be your primary contacts and responsible for coordinating with the appropriate building sections to service your event needs. Your assigned staff will be available to work with you on every aspect of the event planning process.

If you have any questions, please feel free to contact our Theatrical Venues Front of House Team at the Phoenix Convention Center & Venues by calling 1-800-282-4842 or 602-262-6225.



Symphony Hall



Orpheum Theatre

DEFINITIONS

- A. City:** the City of Phoenix, owner and operator of the Phoenix Convention Center, Phoenix Convention Center Department, Symphony Hall, Orpheum Theatre, Herberger Theater Center and the associated Phoenix Parking Facilities.
- B. Phoenix Convention Center Department:** the City department responsible for the daily management, administration and operation of the Phoenix Convention Center & Venues (Phoenix Convention Center, Symphony Hall, Orpheum Theatre, Herberger Theater Center and the associated Phoenix Parking Facilities).
- C. Client (or Licensee):** any person, firm, association, organization, partnership, company or corporation entity that enters into a Use Agreement with the City to use specified space in the Phoenix Convention Center, Theatrical Venues and/or Parking Facilities.
- D. Concessions:** the use and occupancy of Convention Center and Theaters for:
- (1) Sale of all food, beverage, merchandise and convenience items commonly sold in like facilities;
 - (2) Renting of items or equipment in connection with an event; and,
 - (3) Taking for sale or selling of photographs in connection with an event.
- The term “concessions” shall not include the sale of products or services that are related to an authorized display or exhibition contained in a Licensee’s event.
- E. Director:** the Director or designee, of the Phoenix Convention Center Department, City of Phoenix, Arizona.
- F. Event:** the Licensee’s activity containing a primary purpose and content for which the City facilities are contracted. Any activity with twenty (20) or more persons not directly engaged in the production shall be considered an event.
- G. Event Day:** the calendar date and time stated in the Use Agreement when the Theater is occupied by the Licensee, contractors, delegates, paid attendees and invited guests. It is also that period when the City facility is used for the purpose of broadcasting, televising, recording or filming for a commercial purpose.
- H. Event Representative (House Manager):** Phoenix Convention Center Department personnel assigned to your event, managing and executing all front-of-house (FOH) activities. Your Theatrical Venues Front of House Manager will direct your Event Representative on all details pertaining to your event.
- I. Gross Sales:** all money for the Licensee’s event derived from the use of City facilities from total ticket sales whether collected or not collected and/or value, less applicable taxes.
- J. Licensee (or Client):** any person, firm, association, organization, partnership, company or corporation entity that enters into a Use Agreement with the City to use specified space in the Theatrical Venues and/or Parking Facilities.
- K. Licensor:** Phoenix Convention Center Department, including the Theatrical Venues and/or Parking Facilities, City of Phoenix, Arizona.
- L. Non-Event Day:** that calendar day, or portion thereof, when the City facility is occupied by the Licensee but not open to the public, audience or members of a group and is used primarily for Licensee’s event move-in, move-out and rehearsal activities.
- M. Operational Policies and Procedures (Facility Guide):** the Phoenix Convention Center Department’s operational policies and procedures approved, promulgated and adopted by the Director.
- N. Parking Facilities:** the parking facilities under the management and operation of the Phoenix Convention Center Department used to support the operation of the Convention Center, Theatrical Venues and downtown activities.
- O. Phoenix Convention Center:** the Convention Center (North, South, and West Buildings) and its grounds.
- P. Production Coordinator:** Phoenix Convention Center Department personnel assigned to coordinate all technical/ production needs and other back-of-house (BOH) activities.

Definitions (continued)

- Q. Service Contractors:** all other service providers such as audio/visual, event security, stagehands, ushers, etc.
- R. Theatrical Venues:** the Orpheum Theatre and Symphony Hall (also referred to as Theaters) which are owned and operated by the City of Phoenix, Phoenix Convention Center Department.
- S. Theatrical Venues Front of House Manager :** Phoenix Convention Center Department personnel assigned as your primary contact to assist you in planning and coordinating your event details.
- T. Use Agreement:** the written agreement entered into by Licensor and Licensee for the staging of events at the Theatrical Venues and Parking Facilities, which agreement incorporates by reference the provisions of the current Operational Policies and Procedures (Facility Guide).
- U. Venue Manager:** Phoenix Convention Center Department personnel who holds the final authority regarding any issues relating to fire/life safety concerns, the facility and/or its operation and preservation.



Orpheum Theatre

EVENT PLANNING

Every event is different and the policies, rules and regulations set forth in this document can not cover every scenario. Therefore, if there is something that is not covered in the Facility Guide, we reserve the right to determine necessary considerations on an as-needed basis. Our sole effort is to ensure the success of your event and safeguard the safety and experience of all of our visitors.

After contracting your event, your assigned Theatrical Venues Front of House Manager will contact you and provide a front-of-house checklist to complete, detailing the specifics of your event. This form will include such items as client contact name and phone numbers, expected attendance, catering requirements, special receptions, merchandise sales, program run time including intermissions, late seating instructions, etc.

You will also be contacted by your assigned Production Coordinator who will forward a backstage checklist for you to complete to determine the technical requirements for your production. This form will include such items as requirements for stage crew, security, lighting, audio, rigging, video needs, production schedule, pyrotechnics or special effects.

For ticketed events, a Ticket Office Representative from the Phoenix Convention Center & Venues will contact you to program the event on the exclusive ticket provider's electronic ticket system.



Orpheum Theatre

SERVICE PARTNERS

EXCLUSIVE SERVICE PARTNERS: To provide consistent, professional delivery of services, the Phoenix Convention Center & Venues has negotiated reasonable market value rates and contracted certain service partners on an exclusive basis. All contracted clients requiring any of these services will be required to use the exclusive service partners for the services listed below. Rates may not be marked up and/or re-sold. Please contact your Theatrical Venues Front of House Manager or Production Coordinator for further information regarding these services.

- **Food and Beverage/Catering Services:** All Theatrical Venues are serviced by an exclusive, in-house food and beverage service partner.
- **Parking:** All Phoenix Convention Center & Venues Parking Facilities and valet parking requirements are managed by an exclusive in-house parking partner.
- **Security:** All Theatrical Venues utilize an exclusive in-house event security provider.
- **Telecommunication Services:** All requests for voice, data, telephone, fax, cable, broadband and wireless internet services are handled by Smart City Networks.
- **Ticketing:** All ticketed events are serviced by our exclusive in-house ticketing services provider.
- **Ushers/Ticket Takers:** Ticket Takers and Usher staffing are exclusively provided by an in-house partner at an hourly rate. Additional usher services may be provided by Phoenix Convention Center Volunteers, for a flat fee, if available. Ushering services by volunteers beyond 5 hours will be billed at an hourly rate.

PREFERRED SERVICE PARTNERS: Please contact your Theatrical Venues Front of House Manager or Production Coordinator for further information regarding these services:

- **Audio/Visual Services:** Phoenix Convention Center & Venues has an in-house preferred provider for audio/visual services and equipment. If you choose to use an outside A/V provider some restrictions and additional charges may apply.

FACILITY USAGE GUIDELINES

ACCESSIBILITY/ASSISTIVE TECHNOLOGY: The Phoenix Convention Center & Venues is committed to ensuring that our venues are as convenient, accessible, and enjoyable as possible. Consultation with representatives with the Americans with Disabilities Act (ADA) was instrumental in the design of all Phoenix Convention Center & Venues facilities to ensure that all architectural and communication barriers have been addressed to accommodate the special needs of our guests. While we have made every effort to ensure accessibility to our facilities, should you require additional assistance, reasonable accommodations will be made for qualified persons with disabilities. For more information, or an alternate format of this publication, please contact us at 1-800-282-4842 or via our TTY telephone, 602-495-5048.

The following special features and guidelines will help make your visit an enjoyable and pleasant experience for both you and your guests:

- **Assistive Technology:** Both Venues have an infrared Assistive Listening System available for use by guests at the facilities. Headsets (at no charge) may be checked out at the coat check areas of each Venue.
- **Drinking Fountains:** Fully accessible fountains are installed in all areas of the Theatrical Venues.
- **Elevators:** Elevators can be found on all levels of Symphony Hall and the Orpheum Theatre, as well as all PCC parking garages. Braille designations are found in all elevators.
- **Entrances:** Main entrances, restrooms and elevators contain extra-wide doors. Tactile material is located at entrances that lead to possibly unsafe areas for people with disabilities.
- **Mobility Disability Ramps:** Wheelchair ramps are available from street-level to Symphony Hall and the Orpheum Theatre where necessary.
- **Reserved Parking:** Authorization to park in reserved disabled parking spaces, located adjacent to elevators in all parking facilities, requires a plate or decal with the disability symbol. Vans or high profile vehicles should park in spaces specifically designated for those vehicles. The Phoenix Convention Center & Venues feature fully-accessible routes from both parking and transportation areas. Detailed directions and maps are available from your Theatrical Venues Front of House Manager.
- **Restrooms:** Full access is ensured with extra-wide doors, lower lavatories, raised bowls and hand rails in all restrooms.
- **Seating:** Disbursed accessible seating is available throughout all Theatrical Venues. Designated accessible seating areas are not to be used for technical equipment at any time. The Orpheum Theatre is equipped with a wheelchair lift for ease of entry to accessible seating areas.
- **Service Animals:** Service animals as authorized by the Department of Justice, Americans with Disabilities Act (Dogs and Miniature Horses), are allowed within our facilities. All other animals, including emotional support animals, are prohibited. The inclusion of any live animals in venues other than those previously stated must have prior approval from your Theatrical Venues Front of House Manager.

ADVERTISING: The distribution of advertisements in the form of fliers, discount coupons and other written formats by you is permitted in your contracted event space only. The distribution of fliers or other materials on parked vehicles and the distribution of stickers and other adhesive materials is prohibited in all locations.

The Theatrical Venues reserve the exclusive right to display and present commercial advertising content in the form of, but not limited to, static panels, video, graphics, electronic messaging and product/services displays in all non-event areas (e.g., lobbies, restrooms and other public areas) of the facilities and retains all revenue generated by this advertising.

BACKSTAGE ACCESS LIST: For security and safety reasons, entry into the backstage areas of the Theatrical facilities shall be limited to persons directly involved in events/productions. Licensee is required to provide a list of persons (crew, performers, staff, volunteers, etc.) who may be granted backstage access. In the event of pre- or post-event receptions, additional lists will be required. Please contact your Production Coordinator for information.

BADGES / IDENTIFICATION: The Phoenix Convention Center & Venues' in-house security has the authority to control general access and travel throughout our venues. Phoenix Convention Center & Venues staff members are recognizable by their official Phoenix Convention Center & Venues badges. Licensees are responsible for providing attendees and employees, including all service contractors and other temporary staff, with proper identification to allow them necessary access into and throughout the venues as required.

BASIC RENTAL INCLUSIVE THEATRICAL PACKAGE: Included in the basic rental are the following services and equipment:

- A headset communication system to all areas
- Standard stage wash
- Counter weighted theatrical rigging system with a full complement of theatrical drapery
- The rigging line schedule and operating guidelines are available from your Production Coordinator
- Qualified operator(s), at your expense, are required for this system
- Risers, lecterns, music stands and music stand lights are available

Pianos and follow spots are available at an additional charge.

All equipment (pianos, risers, lecterns, ladders, lifts, etc.) located in the Orpheum Theatre and Symphony Hall are for use only in their respective spaces.

Revisions to basic service inclusions are at Phoenix Convention Center & Venues management's sole discretion.

CANNABIS: Cannabis products, edible and non-edible, may not be sold or distributed at the Phoenix Convention Center, Orpheum Theatre Phoenix or Phoenix Symphony Hall regardless of the THC concentration of the products.

CASHLESS PAYMENTS: All Phoenix Convention Center & Venues ticket office transactions are cashless. Visa, Mastercard, American Express, and Discover are valid forms of payment; personal checks are not accepted.

CLEAN IN/CLEAN OUT: Phoenix Convention Center & Venues staff will provide a clean and orderly facility including the lobbies, stage, loading docks and support areas. Licensees are required to return all contracted facility space in the same clean and orderly condition. You will be invoiced for any additional cleaning beyond the aforementioned criteria. In addition you will be required and responsible for post-event cleaning that is necessary after the Use Agreement period expires. Contact your Theatrical Venues Front of House Manager and/or Production Coordinator for prevailing rates.

COMPLIMENTARY TICKETS: Licensee agrees to make ten (10) complimentary tickets per performance available to the Phoenix Convention Center & Venues for all events at the Orpheum Theatre and Symphony Hall. Unused tickets will be returned to the ticket office.

ELEVATORS: Transportation of all show equipment or material should be made using the freight or service elevators. Light loads are permitted on passenger elevators only to those areas not serviced by freight elevators. Failure to adhere to these regulations will result in the disabling of the passenger elevators.

EMERGENCY EVACUATION: The Phoenix Convention Center & Venues has evacuation plans for both Theatrical Venues. It is your responsibility to familiarize yourself, your employees, volunteers and contractors with the safety procedures and regulations governing all parts of the facility you are utilizing. It is also your responsibility to instruct your staff to follow the directions of designated Phoenix Convention Center & Venues staff in the event of fire or other emergency situation. Emergency Evacuation Plan information was provided to you with your sales packet from the Phoenix Convention Center & Venues.

ENTRANCE AND EXIT: All persons, articles, exhibits, fixtures, displays, sets and other equipment shall be brought into and out of all Phoenix Convention Center & Venues buildings at designated entrances and exits only. Vehicle traffic and parking in areas on the premises not designated for that purpose shall be allowed only upon the prior written approval of your Theatrical Venues Front of House Manager or Production Coordinator.

EQUIPMENT CARE: If you, a member of your crew, staff, any exhibitor, contractor, subcontractor, representative, agent, etc. damage Theatrical Venues' equipment or facilities through accident, abuse, negligence, or failure to follow accepted operating procedures or policies, you will be charged the full current replacement and/or repair costs. This also applies to unauthorized field modifications to equipment or facilities. Even if repairable, if in the opinion of Phoenix Convention Center & Venues Management the reliability of the repaired equipment is suspect, the party responsible for the damage or misuse will be charged the full replacement cost.

EQUIPMENT AND FURNITURE/LOBBY AND PUBLIC SPACES: All furniture and equipment located in the lobbies and other common areas of the Theatrical Venues are placed for use by our guests and are not intended for individual event use. Accordingly, these items are not available for rent.

EQUIPMENT SPACE CLEARANCE: A 3' clearance must be maintained between all event-related equipment and all permanent facility structures (i.e. walls, columns, pillars, fire hose columns, doors, etc.) during move-in and move-out times. At no time shall any event-related equipment be permitted to lean against walls or columns. Any repairs required due to damage caused by non-adherence to this policy will be billed to you at prevailing labor and material rates.

FACILITY INSPECTION: A Facility inspection to examine the Venue may be scheduled and conducted at time of move-in and move-out by your designated Theatrical Venues Front of House Manager and/or Production Coordinator. It is to your advantage to make sure you are present during these inspections. Contact your Theatrical Venues Front of House Manager or Production Coordinator for more information.

FIRE AND LIFE SAFETY REGULATIONS: The Phoenix Fire Department and the Phoenix Convention Center & Venues have developed a Fire and Life Safety Regulations Guide in accordance with the City of Phoenix Fire Prevention Code. We strongly recommend you review these regulations and distribute them to your staff to limit any problems or issues. Any reproduction of these regulations may not be altered without prior approval from the Phoenix Convention Center & Venues and Phoenix Fire Department. (Refer to the attached Fire and Life Safety Regulations handout for additional information.)

Floor Plans: The following locations require floor plan approval:

Orpheum Theatre	Symphony Hall
<ul style="list-style-type: none">• Main lobby• Historic lobby• Lower lobby• Balcony• Rehearsal room• Orpheum Plaza	<ul style="list-style-type: none">• Main lobby• Balconies• Green room• Patios

A minimum of four (4) scaled copies or an electronic copy in “AutoCAD” of your lobby, green room and rehearsal room area floor plans must be submitted to your Theatrical Venues Front of House Manager for approval no less than 30 days prior to move-in of your event or production.

Any requests for Venue floor plans not shown on our website or marketing layouts or any detailed floor plans must be submitted in writing to your Theatrical Venues Front of House Manager or Production Coordinator. Due to security concerns, some information may not be available; therefore, please include detailed information as to how the floor plans will be utilized and by whom. One general set of floor plans for each area will be provided at no charge to Licensee. These are available in printed or electronic format.

All floor plan changes submitted to your Theatrical Venues Front of House Manager shall include the following information:

- Plans drawn to 1/16 foot or 1/32 foot scale, with the scale specified and fire hose cabinets, fire extinguishers, automatic external defibrillators, fire alarm pull-boxes, drinking fountains, telephones, concession stands etc. indicated.
- Name of Event or Production Company.
- The listed locations of the Event or Production Company.
- Dates of the Event, including move-in/move-out.
- Lobby(ies) and intended use.

Food and Beverage function floor plans, whether in the lobbies, stage, or exterior spaces (i.e. Orpheum Theatre Plaza, Symphony Hall patios) must be reviewed and approved by our Food and Beverage Service partner and Fire Marshal.

Your Theatrical Venues Front of House Manager will first review the plans to ensure they comply with the Phoenix Convention Center & Venues Theatrical Facility Guide and operational policies. After this initial review, the Fire Marshal will examine the plans and stamp all copies as “approved,” “approved as noted,” or “not approved.” The Fire Marshal will indicate any required modifications, initial and date all copies of the plans. It may be required that plans marked “approved as noted” or “not approved” be resubmitted.

When a floor plan has been approved by the Theatrical Venues and the City of Phoenix Fire Department’s Fire Prevention Division, a copy will be returned for your records. If an approved floor plan is modified, a revised plan must be re-submitted for Theatrical Venues and Division of Fire Prevention approval.

Lobby Usage: The theater lobby provides an area for concessions and possible novelty sales. For your convenience your Theatrical Venues Front of House Manager will provide floor plans with the maximum set up available for the venue lobbies. Any additional equipment, such as, tables, chairs, exhibits or alterations to existing lobby furniture require plans to be submitted to the Theatrical Venues Front of House Manager and approved by the Fire Marshall. A fee may be charged for equipment. Due to the ornate fixtures and limited space, the Orpheum Theatre historic lobby prohibits any exhibits or movement of furnishings.

Obstructions: No portions of the fire alarm, fire alarm pull boxes, fire extinguishers, AED boxes, fire hose cabinets, sidewalks, entries, passageways, corridors, doors, aisles, elevators, vestibules, windows, ventilators, light fixtures or access ways to on-site public utilities shall be obstructed, or caused to be obstructed, or caused to be used for any purpose other than ingress or egress. You will be charged (and held responsible) for any repairs for any damage resulting from misuse of the premises, less normal wear and tear. All storage shall be maintained 18 inches or more below sprinkler head deflectors.

FIREARMS/WEAPONS: It is the Phoenix Convention Center & Venues Department’s policy that firearms and weapons are prohibited in all venues, except by on-duty law enforcement officers with jurisdiction. Possession of firearms at Orpheum Theatre and Symphony Hall Phoenix is unlawful under Arizona Revised Statutes 4-244, 4-229 and 13-3102.

Theatrical Productions: Prior to move-in of an event, the Fire Marshal and Production Services Manager or designated representative (Production Coordinator) shall be notified of the use of firearms. This advance notice must allow sufficient time to obtain all of the required permits and approvals. Failure to provide timely notice of the use of firearms will result in denial of their use.

- Weapons to be used as properties, but NOT intended to be discharged shall be incapable of being discharged.
- The Fire Marshal must determine if the proposed use of firearms is covered under the Phoenix Fire Code and what additional precautions or permits will be required.
- All blank firing firearms shall be of a type made to fire manufactured blank cartridges only or professionally altered, or remanufactured and certified by a qualified gunsmith to be incapable of firing “live” ammunition or other projectiles.

- Ammunition used in blank firing firearms shall be of a known type, strength, and manufactured as a theatrical “blank” cartridge. Typical load strengths are ¼, ½, ¾, and full loads. Only cartridges manufactured for theatrical use shall be permitted. Blank cartridges used for powder actuated devices or nail guns are not permitted. Firearms using hand loaded, mixed, or measured powders shall be treated as pyrotechnic devices and shall not be permitted without a licensed pyrotechnic operator, the proper permits and insurance. Each blank firing firearm shall be tested for paper wad expulsion, unused powder expulsion, and flame projection in a manner prescribed by the Fire Marshal or Production Services Manager.
- Any firearm deemed unacceptable or unsafe in the opinion of the Fire Marshal or Production Services Manager shall not be permitted.
- At no time shall a blank firearm be discharged within twenty 20 feet of the audience.
- At no time shall a blank firearm be discharged toward any person.
- All blank firing firearms shall be stored unloaded in a secure location when not in use. All appropriate and possible precautions shall be taken to prevent unauthorized use, handling, or access to the firearm.
- The public shall be notified and warned with signage posted near public entrances and, when feasible, within the printed program that artificial firearms will be discharged during the performance.

FLAME EFFECTS AND PYROTECHNICS: In order to ensure the overall safety of an event involving vehicles on stage, all questions must be resolved thirty (30) days prior to the event. Additionally, vehicles must comply with the special requirements section of the Liquid and Gas Fueled Vehicles and Equipment policy:

- **Theater Mode:** A required fire alarm procedure is used when special effects or atmospheric effects (smoke and fog) are utilized during a performance or rehearsal that could cause an alarm through the fire alarm panel. Your Production Coordinator must be notified of any special effect used in a production at least 10 days prior to your event.
- **Vehicle Usage on Stage:** In order to ensure the overall safety of an event involving vehicles on stage, all questions must be resolved thirty (30) days prior to the event. Also, vehicles must comply with this special requirements section of the Liquid and Gas Fueled Vehicles and Equipment:
 - Approval of the Fire Marshal
 - The number of vehicles determined in advance of the event
 - The weight of the vehicle(s) – must not exceed the load rating of the floor
 - Assurance that all vehicle(s) are to remain behind the safety curtain
 - The actual operating time of the vehicles determined in advance so the quality of the air in the space can be maintained at a non-toxic level
 - A technician standing by with a suitably-sized fire extinguisher
 - Vehicle(s) in safe working condition
 - Fuel system of any operating vehicle inspected for any leaks or malfunctions that could compromise the safety of either the public or the event. This inspection also applies to other vehicle operating systems and their fluids, such as brakes, transmission, engine, etc
 - No vehicle fueling or defueling or fuel storage is permitted on City property
 - The stage sprinkler system is fully operational

FLOOR LOAD CAPACITIES: Guidelines for stage floor and grid loading can be obtained from your Production Coordinator. The Orpheum Theatre basement areas extend beyond the exterior walls of the building on the north and east sides of the building and vehicles may not be driven on the Adams street sidewalk or within twenty (20) feet of the east exterior wall. Staging may not be placed on the Orpheum “Avenue of Stars,” the brick area east of the Orpheum Theatre.

FLYING OF PERFORMERS: The Phoenix Convention Center & Venues must be notified four (4) weeks prior to move-in that a flying effect is part of the performance. Designs and detailed choreography shall be supplied by the client or the client’s rigging company. Flying effects are to be designed, rigged, and operated by persons trained and experienced in the flying of performers.

All materials and hardware necessary to attach the flying equipment to the Phoenix Convention Center & Venues rigging system or architectural structure are to be designed, manufactured, and approved for lifting and flying a human being.

There must be sufficient time to rig and rehearse the flying effect.

The Phoenix Convention Center & Venues can refuse to allow, or cancel all or part of the flying effect if, in the opinion of the Phoenix Convention Center & Venues Production Services Manager, there is unreasonable risk to people or property.

FOOD AND BEVERAGE/CATERING: Catering services are provided exclusively by our in-house food and beverage service partner. Our knowledgeable and experienced food and beverage staff takes great pride in handling every detail, providing the utmost in quality and diversity while consistently exceeding expectations. Our unique menus and presentations are as varied as the clients we serve. For people with special dietary needs, please contact your Theatrical Venues Front of House Manager to make arrangements.

- **Alcoholic Beverages:** The consumption of alcoholic beverages is allowed when purchased from our food and beverage service partner and consumed on premises. This includes move-in and move-out times. Phoenix Convention Center & Venues reserves the option to serve refreshments for the duration of an event. Due to Arizona Liquor Commission regulations, appropriate security is required to monitor alcohol in all venues which may incur additional fees.
- **Designated Food Areas:** Designated food and beverage service areas have been established in each Venue.
- **Food and Beverage Sampling:** Sampling of food and beverages is allowed with prior written authorization from our exclusive food and beverage provider and within the general guidelines below. Please contact your catering representative or Theatrical Venues Front of House Manager for detailed requirements and forms.
 - Food and beverage industry shows or events containing significant food and beverage elements may conduct sampling.
 - Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm in the trade show. Items may be sampled only and cannot be sold.
 - Beverages are limited to a maximum four (4) fl.oz. container and three (3) fl.oz. of product.
 - Food items are limited to 1"x1" bite-size portions.
 - Food and/or beverage items used as traffic promoters (i.e. coffee, bar service) must be purchased from the Phoenix Convention Center & Venues' in-house food and beverage service partner.
 - The vendor distributing sample items must have a valid Maricopa County Temporary Food Service Establishment permit issued by the Maricopa County Environmental Services Department. A copy of the permit must be submitted to Phoenix Convention Center & Venues in-house food and beverage division no less than seven (7) days prior to the event.
 - Alcoholic beverage sampling will be strictly monitored in accordance with Arizona Liquor Commission regulations.

- **Food/Alcohol Service:** Food must be ordered whenever alcohol is being served. Food may be ordered from our caterer for the room, or in the form of a concession/cash sales in the lobby.
- **Statement of Intent:** All Phoenix Convention Center & Venues' events are serviced by an exclusive, in-house food and beverage partner.
- **Other Restrictions:** In accordance with the contract between the Phoenix Convention Center Department and our exclusive food and beverage partner, the following activities are not permitted:
 - Deliveries such as pizza and other fast food, either by the store or a designated runner.
 - Food and beverages served from show manager's office, other than those provided by our caterer.
 - Alcoholic beverages unless served by our caterer.
 - Ice chest/coolers containing food or beverage products purchased outside of Phoenix Convention Center & Venues.
 - Relative to Show Promoters and Clients, outside individual beverages (whether single bottles or in cases), including private-labeled water bottles for distribution to attendees. Such service is available through PCC's in-house food and beverage partner.
 - **Exceptions:**
 - Food used for show demonstration, covered under Food & Beverage Sampling Guidelines.
 - Individuals with special food needs due to medical reasons.
 - Individual bottled water or other non-alcoholic drinks for personal consumption.
 - Food for personal consumption brought to work by employees, contracted employees, stagehands, etc.
 - Food for individual personal consumption (not for multiple people).

INSURANCE REQUIREMENTS: General insurance requirements for most Licensees and their contractors call for proof of a General Liability Insurance Certificate of no less than \$2,000,000 and the listing of the City of Phoenix as an additional insured. In addition, \$1 million in auto insurance may be required for certain events. Please refer to your Use Agreement for specific insurance requirements for your event.

LABOR SERVICES: Arizona is considered a "Right-To-Work" state. The use of union labor is not required by the Phoenix Convention Center; however, many local service contractors use union labor. Due to local regulation, the Phoenix Convention Center Department is responsible for final determination of the number of security guards, ushers, and ticket office personnel required for events to ensure minimum staffing levels are maintained for proper control and safety. You are welcome to provide competent personnel to handle and operate your own equipment, respective of the PCC's rules and regulations.

Stagehands: Theatrical lighting and sound systems require an operator, at the client's expense, to setup, operate and strike any time they are in use. Theatrical Venue systems and equipment are operated, repaired and maintained only by competent, qualified persons who are approved by the Production Services Manager or designated representative. You are free to use whatever personnel you wish to handle and operate your own equipment.

- The Theatrical Venues, primarily, but not exclusively, uses members of the International Alliance of Theatrical Stage Employees (IATSE) union to provide technicians for theatrical events. We are not a union house and have no contract with the Stagehands Union. Union membership is not a requirement to work on shows or equipment and systems in Phoenix Convention Center & Venues facilities.
- The Theatrical Venues abide by the current wages, terms and conditions set by IATSE local union. All technicians provided by the Theatrical Venues are at your expense and are paid through a payroll contractor. Stage technician costs will be deducted at settlement for ticketed events. Stage technicians may be paid directly by prior arrangement with the Theatrical Venues and IATSE.

- Licensor requires that stagehands be given a one (1) hour meal period no less than three (3) or more than five (5) hours after the call begins, or after the last meal period. If the workers are given a meal break, they shall receive a two (2) hour minimum call when they return to work. No more than five (5) hours will be worked between meal breaks or a meal penalty will be charged. The meal penalty is on top of the prevailing rate. In the event that, in the opinion of the Licensee a meal period after five (5) consecutive hours is not feasible, they may at their discretion provide a hot meal and schedule not less than ½ hour meal period in which case the stagehand's time shall be continued. If meal penalty charges are incurred, they will be included on the stagehand statement and will be added to the event settlement.
- Minimum crew staffing levels are determined solely by the number of technicians required to provide safe and professional productions. However, you may have as many additional technicians as you feel are necessary. These individuals may be a combination of technicians approved by the Production Services Manager and client supplied technicians. Contact your Production Coordinator for more information.

LICENSES AND PERMITS: Licensees will be responsible for acquiring and paying the costs of any licenses and permits required by authorities having jurisdiction over the Phoenix Convention Center & Venues. For further information, please contact your Theatrical Venues Front of House Manager or Production Coordinator.

LICENSEE RESPONSIBILITIES: As the Licensee it is your responsibility to ensure adherence to all facility rules and regulations. Should you have any questions regarding the following policies, please contact your Theatrical Venues Front of House Manager or Production Coordinator.

- **Adhesive Decals:** No adhesive-backed decals are permitted to be distributed or used inside or outside venues. Any cleaning and repair costs incurred will be billed to you.
- **Balloons:** Air-filled balloons may be used for decoration purposes; however, helium balloons will not be allowed in any Theatrical Venue.
- **Confetti/Glitter/Rice:** The use or throwing of confetti, glitter or rice is prohibited without the prior approval of your Production Coordinator. You will be charged a special clean-up fee as a result of any of these activities.
- **Drainage:** Your Production Coordinator must be notified of any material to be disposed of through any facility drain system.
- **Drilling:** Holes may be placed in stage floors for the attachment of scenic elements with prior written approval from your Production Coordinator. Any holes drilled in the stage floor are to be filled in and painted during the move-out of your event.
- **Floor Markers/Chalk:** Only non-permanent and water-soluble markers or chalk easily removed by a wet mop method of cleaning are permitted when marking floors for layout or other purposes. No markers or chalk are to be utilized on carpeted areas without prior approval. Failure to use the approved markers or chalk will result in additional charges for all materials and services expended by Phoenix Convention Center & Venues staff to restore the facility.
- **Floor Outlets:** Man-lifts, pallet jacks, forklifts and/or vehicles shall not be driven over electrical outlets in the floor when cabling is plugged into these outlets.
- **Painting/Refinishing:** No painting or refinishing of sets, signs, displays or other objects will be permitted inside the venues. This activity may take place in approved loading dock areas if the surface is covered. Contact your Production Coordinator for details.
- **Stage Floors:** You will be responsible for any damage to a stage floor caused by your production. This includes but is not limited to: water, fog effects, moving scenery, leaking oil or unauthorized painting.

- **Stage Usage and Restore:** You are required to restore drapery, lighting equipment, rigging systems and auxiliary equipment to the condition and location they were in when you received the space, less normal wear and tear. The Symphony Hall concert shell may remain in place if it will be used by the next client and no scheduled maintenance work will be affected. The decision to leave the concert shell in place is at the sole discretion of the Symphony Hall Venue Manager.
- **Tape:** A specified tape authorized by your Theatrical Venues Front of House Manager or Production Coordinator must be used on all concrete and stage floors, equipment and other building surfaces. When this tape is applied to the floor surface first, any tape may be used on top of that surface. You are ultimately responsible for the removal of all tape used by any of your service contractors in support of your event.

If any tape residue remains on the floors after your move-out is complete, it will be removed by Phoenix Convention Center & Venues staff and billed to you at prevailing labor rates. Failure to utilize the approved tape can result in additional labor and material charges including stripping and waxing floors, re-painting entire walls and doors and recovering entire walls.

- **Terrazzo Floors:** Terrazzo floors located in the Symphony Hall Lobby must be protected by carpet, Visqueen (minimum 6 mil thick), plywood or masonite prior to the setting of any equipment. See Tape Section for use of tape on terrazzo floors. Non-skid padding is also recommended. Metal wheel dollies, pallet jacks, equipment or freight that could damage the surface are not permitted on the terrazzo surfaces.

LOADING DOCKS/RAMPS: The loading dock areas are designed for the sole purpose of facilitating vehicles associated with the loading and unloading of event-related equipment. For that and other safety-related reasons, general parking for your staff is strictly prohibited (unless written permission has been obtained from your Production Coordinator).

- **Orpheum Theatre:** The theatre has one (1) loading dock and because of the Theater's proximity to Phoenix City Hall, truck parking is not permitted at the dock. Only loading and unloading is permitted. There is a loading zone across the street that may be used for vehicle parking, loading and unloading by prior arrangement with your Production Coordinator. Off-site truck parking can be arranged through your Production Coordinator and may incur additional costs.
- **Symphony Hall:** The loading dock has spaces for the unloading of two (2) trailers. One dock bay is at stage level and requires a truck ramp for loading and unloading. The other dock bay is an elevated dock for unloading of equipment onto a freight lift that goes down to stage level. There is a third space in the loading zone that may be used for a bus, production truck, or similar vehicle requiring access to shore power and audio/video connections. Loading or unloading from this space is not possible. Contact your Production Coordinator for details.

All production vehicles must be coordinated with your Production Coordinator in advance. Truck staging may require parking meter bagging and street lane closures at your expense.

LOST OR MISPLACED ARTICLES: The Phoenix Convention Center & Venues assumes no responsibility for any losses suffered by you, your contractors or general attendees due to theft or disappearance of equipment and articles or other personal property. Although we do not provide an official lost and found location, occasionally items are turned in and forwarded to our Operations Center, located in the Phoenix Convention Center North Building. Should you or any of your attendees misplace any items, you may contact the Operations Center at 602-262-7271.

MARSHALLING YARD: A marshalling yard with office space is available for parking of oversized vehicles, tractors and trailers during contracted event move-in and move-out dates. The Marshalling Yard is located at 1102 East Tonto Street, approximately 1.5 miles south of the Phoenix Convention Center. Minimal short-term marshalling is available at the East Garage, located at 601 E. Washington Street. Please contact your Production Coordinator for availability and rates.

MEDIA/PUBLIC RELATIONS SERVICES: The Phoenix Convention Center & Venues' public relations staff is available for consultation on event publicity, media contacts, media handling, media logistics and advertising. Due to onsite logistical requirements, you must notify your Theatrical Venues Front of House Manager if you anticipate having any media coverage or attendance at your event. The Phoenix Convention Center & Venues public relations staff will be available

to assist with the facilitation of onsite media handling and logistics as well as media van and satellite truck parking, live remotes and photo shoots. Publicity services do not include the writing or distribution of press materials or placement of advertising. If you anticipate live media coverage, notify your Theatrical Venues Front of House Manager at least two weeks in advance so the Phoenix Convention Center & Venues has time to schedule for appropriate staffing during your event.

- **Calendar/Event Listings:** General client event information and web links are listed on the PCCD commercial website calendar (www.phoenixconventioncenter.com), posters, and flyers. Clients wishing to have additional information surrounding their event such as: ticket prices, event description, event times, etc. must complete an Event Calendar Listing Form and submit it to their Theatrical Venues Front of House Manager as soon as possible. This information may also be shared and accessed by several other calendar listings and tourism, entertainment and business sites, therefore clients are highly encouraged to submit an Event Calendar Listing Form.

Please contact your Theatrical Venues Front of House Manager for additional information. Ticket prices and event times at the Orpheum Theatre and Symphony Hall can be found on ETix.com (refer to Ticket Office Services section for submission details).

MEDICAL/HAZARDOUS WASTE: Any hazardous waste disposal and cleanup must be approved prior to move-in. The Fire Marshal and your Theatrical Venues Front of House Manager can assist you with these arrangements. Any hazardous or medical waste materials left at the facility after move-out will be disposed of by the Phoenix Convention Center & Venues and will be billed to you. Sharps need to be disposed of in red containers and clearly labeled as such. All other waste must be in red plastic trash bags and properly labeled. DO NOT leave needles and sharps boxes unattended.

MUSIC LICENSING: The Phoenix Convention Center & Venues Department does not furnish any licensing agreements with American Society of Composers (ASCAP), Broadcast Music, Inc. (BMI), or Society of European Stage Authors & Composers (SESAC). Therefore, it is important that you or your performers obtain your own licensing agreements prior to the use of copyrighted music during your event. Without the possession of the appropriate licenses, we will be unable to provide the audio systems for playback of ASCAP, BMI, or SESAC material. The Phoenix Convention Center Department has music programs that are furnished under contract with a commercial music provider. Those music-licensing fees are paid directly by the content provider.

NOISE/VOLUME LEVELS: The Phoenix Convention Center & Venues retain the right to regulate the volume of any audio signals.

OBJECTIONABLE PERFORMANCES, ACTIVITIES, OR PERSONS: Any use of the facilities that is contrary to public policy, or not in the best interests of the City of Phoenix, or is in violation of any laws of the United States, the State of Arizona, Maricopa County, or the City of Phoenix shall be a violation of the Use Agreement and shall be grounds for immediate revocation of the Use Agreement. Any person whose conduct is objectionable, disorderly, or disruptive to facility use or in violation of any law, shall be refused entrance or shall be immediately ejected from the premises.

PAYMENTS: The Phoenix Convention Center & Venues accepts cashier checks, Visa, MasterCard, Discover and American Express, and checks for all payments. Payment for rent, services and/or equipment is due in full prior to move-in. Refunds will be granted in the manner in which payment was received. Cash payments will be refunded by check.

PRODUCTION SERVICES: The Phoenix Convention Center & Venues' Production Services staff oversees the audio, lighting and rigging systems for both theaters. A Production Coordinator will be assigned to your event to coordinate all technical requirements. The Phoenix Convention Center & Venues charges a per-hour Production Supervisor fee at the Orpheum Theatre and Symphony Hall. A Production Supervisor is required during all phases of load-in/out, rehearsals and event/performance. Contact your Sales Manager or Production Coordinator for details.)

PROHIBITED ITEMS:

To ensure the safety and security of all guests, the following items are prohibited at Symphony Hall and Orpheum Theatre.

- Weapons of any kind
- Outside Food & Beverage
- Outside Alcohol
- Any non-clear bag or purse that is larger than 8.5" x 5.5"
- Illegal Drugs
- Balloons
- Other items deemed as prohibited by the Phoenix Convention Center & Venues Security Manager

RECYCLING: The Phoenix Convention Center & Venues strongly supports recycling and has implemented a comprehensive program to collect recyclable material. This is a commingled (no sorting) program that allows for recycling of paper, cardboard, plastic bottles, aluminum and glass in the same bins. Recycle bins are located throughout the facility. If your event should require additional bins, please contact your Theatrical Venues Front of House Manager.

ROOM CAPACITY/OCCUPANCY: Room capacity is set by the Fire Marshal and must be adhered to during your event. Persons will not be permitted inside any facility in excess of the established capacity. Occupancy is determined based upon seating capacity, floor plans and usage as determined by the Fire Marshal. All patrons, regardless of age, shall be included in final counts and, when applicable, must present a ticket for admission into the theaters. Contact your Ticket Office Representative for details.

SAFETY: Staff, clients, contract labor and all others working in or entering Phoenix Convention Center & Venues facilities shall at all times adhere to all applicable federal, state and local laws, regulations and standards related to safe working conditions and practices. Work being performed shall be done so in accordance with all applicable OSHA (Federal), Arizona Department of Safety and Health (ADOSH), American National Standards Institute (ANSI), National Fire Protection Association (NFPA), Entertainment Services and Technology Association (ESTA) standards, guidelines, local fire regulations, any applicable consensus standards, industry recommended practices and Phoenix Convention Center & Venues safety policies and requirements.

Equipment shall only be operated in accordance with manufacturer's written recommendations. Incidents observed and/or reported where unsafe equipment is being used or unsafe practices are being employed will immediately cease until all safety concerns have been sufficiently addressed to the satisfaction of your Theatrical Venues Front of House Manager or Production Coordinator.

- **Fall Protection:** Symphony Hall and Orpheum Theatre have specific fall protection plans for areas with a fall hazard. Suitable fall protection equipment shall be used whenever a fall hazard exists. Contact your Production Coordination for details.
- **Lifts:** Aerial lifts, personnel lifts, and fork trucks and lifts are to be operated only in accordance with the manufacturer's recommendations by authorized, trained and qualified personnel.
- **Motorized Equipment:** All Theatrical Venues equipment shall be operated only by persons authorized to do so by Department staff.

SECURITY: Theatrical Facility Clients are responsible, at their sole expense, to employ as many security and safety personnel as are required and approved by Phoenix Convention Center & Venues Security Manager. You must also comply with all applicable Phoenix Fire Department regulations concerning occupancy, exhibits and procedures as outlined in the City of Phoenix Fire Code, (special attention should be accorded to Article 17, Places of Assembly).

- **Facility Security:** The Phoenix Convention Center & Venues maintains onsite building security on weekdays and event days to handle all non-event security issues and emergency situations.
- **Off-Duty Police:** All off-duty police officers must be scheduled through the Phoenix Police Department Off-Duty Coordinator. Should you require the assistance of off-duty police officers for any other reasons (armed security, VIP escorts, gun checks for events with firearm displays, etc.), please contact your Theatrical Venues Front of House Manager for details.
- **Stagedoor Security:** The Theatrical Venues have an exclusive event security provider for all events. Stagedoor Security is required during all phases of load-in/out, rehearsals and events/performances at Lessee's expense. Please contact your Production Coordinator for further information.

SIGNAGE/EXTERIOR AND INTERIOR: All signs, banners, posters, literature and decorative materials must relate to the specific event held on the premises and are subject to City of Phoenix sign codes. Please contact your Theatrical Venues Front of House Manager or Production Coordinator for additional locations and information.

- **Exterior Signage:** Exterior signage not permitted on the fascia of the Orpheum Theatre. Symphony Hall is equipped without an exterior banner rigging system (contact your Production Coordinator for additional information). Outdoor welcome or organization identification signage may be displayed at specified and equipped sign holders. Please contact your Theatrical Venues Front of House Manager for additional use requirements.
- **Interior Signage:** The sign policy within lobby areas is at your discretion within the following guidelines:
 - Signs may not obstruct any sprinkler heads; clearance of no less than 18 inches is required.
 - Signs that may injure, mar or deface any permanent building structures may not be attached by any means including nails, hooks, adhesive fasteners, staples, tacks or screws.
 - Signs may be posted on billboards, easels or other means of display.
 - All signs must meet fire codes and Fire Marshal guidelines.
 - The hanging of pictures, banners or any other items on walls, mirrors, railings or draperies, requires approval of the Venue Manager.
 - FOH signage may not be handwritten and must have a professional appearance.
- **Light Marquees:** Public events at the Orpheum Theatre and Symphony Hall may be publicized on electronic light marquees at the entrance to the facilities. Contact your Theatrical Venues Front of House Manager for format information, submission deadlines and other requirements.

SMOKING/VAPING RESTRICTIONS: In accordance with the Smoke Free Arizona Act, ARS 36-601.01, a no smoking policy is in effect throughout all the Theatrical facilities, including docks, stairwells, dressing rooms, and restrooms. Designated smoking areas are clearly marked and are located at least twenty (20) feet from all facility entrances, windows, and air intake locations. The use of electronic cigarettes in all forms is prohibited inside all venues and within 20 feet of all entrances. The use of electronic cigarettes is allowed wherever smoking is permitted. For additional information about Smoke Free Arizona, visit www.azdhs.gov/smokefreearizona, or call 1-877-429-6676.

SOLICITATIONS: No collections or donations, whether for charity or otherwise, shall be made, attempted or announced on any Theatrical Venue premises without the prior written approval of Phoenix Convention Center & Venues' Management, unless the collection or donation is a freewill offering in conjunction with a religious service.

STORAGE RESTRICTIONS: The Theatrical Venues do not have sufficient storage facilities and are unable to accept any goods shipped to our Venues before the first day listed on your Use Agreement. Any equipment remaining past the Use Agreement period may be deemed abandoned and will be disposed of by Phoenix Convention Center & Venues Management as deemed advisable and at the cost of the client. The Phoenix Convention Center & Venues assumes no liability for items remaining past the Use Agreement period.

STREET/LANE CLOSURES: Contact your Theatrical Venues Front of House Manager (for audience/patron needs) or Production Coordinator (for performer/crew needs) if your event requires closures for bus shuttles, pedestrian assistance or other activities that may impact traffic flow or safety. All requests for “Temporary Use of Right-of-Way” are subject to additional charges and will require an off-duty Police Officer.

TAX CODE ENFORCEMENT: You will be responsible for acquiring and paying the costs of any taxes required by authorities having jurisdiction over the Phoenix Convention Center & Venues. For further information please contact City of Phoenix Treasury Division Tax Enforcement Section at 602-262-4638, www.phoenix.gov/PLT.

TELECOMMUNICATIONS: Filtered high speed internet access and phone services are available for an additional activation charge. Please contact Smart City Networks or your Production Manager for details.

TICKET OFFICE SERVICES: The Phoenix Convention Center & Venues reserves the right to operate the ticket office for all events. All tickets are provided through our exclusive ticket partner. All tickets sold at the Orpheum Theatre and Symphony Hall shall at all times be under the charge and control of the Director or designee. The Director shall, at the satisfactory termination of your event, make all necessary payments to you for money received from the sale of tickets, less expenses incurred. Final event settlements will be completed within six (6) business days following the last event day. All payments to you will be made in the form of check or wire transfer.

- **Statement of Intent:** All Phoenix Convention Center & Venues’ ticketed events are serviced and provided by an exclusive, in-house ticketing office.
- **Admission Tax:** City/State taxes of gross ticket sales will apply to commercial productions and out-of-state non-profit organizations. The applicable taxes will be included in the price of each ticket. These taxes will be deducted from the gross ticket sale and paid to City/State tax departments on behalf of the Licensee. Taxes on ticket facility fees will not be assessed.
- **Ticket Sales Set-up:** The Phoenix Convention Center & Venues’ Ticket Office requires five (5) business days from the receipt of all Licensees’ ticketing information to program the event on the exclusive ticket provider’s electronic ticketing system.
- **Advertising:** Advertising copy must be provided to the Phoenix Convention Center & Venues’ Ticket Office thirty (30) days in advance of the event. Additionally, you must provide and include the phone number to the Convention Center phone room 602-262-7272. An information packet will be provided to you by the Ticket Office that will include important information that will help you with advertising copy questions and a list of information needed to set up your event in the ticketing system.
- **Comp Tickets:** Licensee may request comp tickets under the following guidelines:
 - A maximum of 150 tickets for the Orpheum Theatre and 250 tickets for Symphony Hall may be taken as comps.
 - Comp tickets will have a face value of \$0 and will not be subject to a facility fee.
 - Any amount of comp tickets exceeding the cap is subject to Phoenix Convention Center approval and will be subject to the facility fee.
 - Licensee must distribute comp tickets for legitimate reasons only (promotion, media, press, or guests of the artists) and agrees that comp tickets may not be sold under any circumstance.
 - Licensee may not distribute tickets at other box office locations and/or contract with any discount ticket agency.
- **Consignment Tickets:** Licensee may request tickets on consignment under the following guidelines:
 - A maximum of 150 tickets for the Orpheum Theatre and 250 tickets for Symphony Hall may be taken on consignment per performance.
 - Tickets will be printed and sold at full price along with the prevailing facility fee.
 - Tickets must be sold in person within the Licensee’s group or organization.
 - Advertising of consignment tickets on the internet, radio, television, print ads and flyers is strictly prohibited.
 - Unsold consignment tickets must be returned to the ticket office two (2) business days prior to the event.
 - Any tickets not returned before this deadline will be considered sold.

- **Credit Card Policy:** The Phoenix Convention Center & Venues Ticket Office accepts Visa, MasterCard, Discover and American Express for all events.
- **Refunding:** The Phoenix Convention Center & Venues' Ticket Office must be advised of any provisions for refunding money to patrons. The Ticket Office management reserves the right of determination for any refunding requests.
- **Services:** The Phoenix Convention Center & Venues' Ticket Office will perform all of the following services: event set-up on ETix.com computerized ticketing system, mail-order sales, advance and day-of event walk-up sales, maintenance of all necessary events and accounting records, inform you on progress of sales, make all deposits, and prepare final statement of event with complete information for your audit or examination.

All tickets must be sold via the Convention Center and Venues' Ticket Office or ETix's website, ticket outlets and phone center. A list of current outlets and locations will be provided to you by the Ticket Office Manager.

- **Ticket Office:** The Phoenix Convention Center & Venues' Ticket Office is located at 100 North Third Street. Ticket windows are located on Third Street between Monroe Street and Washington Street and inside the Phoenix Convention Center West Building. Ticket office windows at the Orpheum Theatre and Symphony Hall will open 1.5 hours prior to show time.
- **Facility Fee:** The Phoenix Convention Center & Venues charges a facility fee for each ticket/seat sold—such fees will be added to the advertised ticket price. Client (promoter, presenter, etc.) may choose to pay the facility fee on the patron's behalf.
- **Ticket Sales Set-up:** The Phoenix Convention Center ticket office requires (5) business days from the receipt of all Licensees' ticketing information to program the event on the exclusive ticket provider's electronic ticketing system.
- **Ticketing Services Charges:** Ticketing services charges are 6% of gross sales or a minimum flat rate (\$1,000 Orpheum Theatre; \$1,500 Symphony Hall) per performance, whichever is greater. The ticketing fees include: system set-up, sales via computerized ticketing system, outlet sales, internet sales, phone sales and advance and day-of event sales at the Theatrical Venue Ticket Office, credit card and phone percentages.
- **Ticket Processing Fee:** Ticketing Services charges a fee to print tickets for events classified as a meeting, graduation or any event in which gratis tickets are used as a crowd control mechanism. Tickets will be printed one time only. No reprints will be allowed. The number of tickets will be limited to the venue's designated capacity.

USHERS AND TICKET TAKERS: The Theatrical Venues use a mixture of paid and volunteer ushers. Minimum staffing levels have been established to safely conduct your event and meet applicable codes and may not be dependent on expected attendance. Your Theatrical Venues Front of House Manager will work with you to determine the correct number of ushers and ticket takers required for your event. Ushers and ticket takers are at the expense of the client. Any activity with twenty (20) or more persons in the house requires ushers and a House Manager.

THEATRICAL VENUES BAG POLICY: All guests will pass through metal detectors to screen for prohibited items. Clutch bags no larger than 8.5" x 5.5" and clear bags up to 12" x 6" x 12" are permitted. Medical and family bags are allowed. No other bags are permitted and all bags are subject to search.

APPENDIX A

PCC FIRE REGULATIONS

PHOENIX FIRE DEPARTMENT AND PHOENIX CONVENTION CENTER THEATRICAL VENUES

Dear PCC Theatrical Venues User:

The Phoenix Fire Department and the Phoenix Convention Center Department have created this Fire and Life Safety Regulations handout to assist you in the planning, setup, and operation of your event and/or performance. This handout is designed to cover some of the most common fire and life safety issues that you may encounter with your event and/or performance. This regulation handout is not a complete list of all relevant code requirements; therefore, if you have any questions, please contact Daniel Farren, Fire Marshal with the Phoenix Fire Department, at (602) 495-5774.

GENERAL REQUIREMENTS:

1. ALL set, exhibition, construction, decoration, and soft goods material must be flame retardant. Oil cloth, tar paper, nylon, plastic cloth, and certain other plastic materials that cannot be rendered flame retardant are prohibited. Vertical carpet is also prohibited unless it is flame retardant. If documentation for the material is not available, then proof of satisfactory flame retardancy may include a field flame test based on NFPA 701.
2. Exits and aisles must be clear of all obstructions. This includes chairs, tables, product, trailer tongues, displays, production and/or videography equipment, etc.
3. A minimum three (3) foot clearance shall be provided around all fire extinguishers*, fire hose cabinets, automatic external defibrillators, and fire alarm pull stations. These devices shall also be clearly accessible and visible from the aisles.
4. Combustible containers, such as wood crates and cardboard boxes shall be stored outside of the building or inside an approved storage area.
5. Exit signs shall be visible from all locations. If exit signs are not visible, temporary exit signs shall be posted as approved by the Fire Marshal.
6. Vehicles, freight, storage, or other items shall not be stored or left in the path of the roll-up or sliding doors. At no time shall the doors be obstructed from self-closing.
7. At no time shall the fire curtain line in the theaters be obstructed.
8. Lobby use for exhibitions and concessions shall be set up per the plans approved by the Fire Department.
9. Maximum seating capacities may not be exceeded. All patrons, regardless of age, shall be included in final counts and, when applicable, must present a ticket for admission into the theaters.

FIRE WATCH:

A fire watch, in accordance with the Phoenix Fire Code, shall be in place during the following conditions:

1. Any time fog, smoke or haze is used
2. Any time pyrotechnic effects are used
3. The fire alarm is in a modified mode
4. When the Phoenix Fire Department and/or the Phoenix Convention Center Department determine the hazards associated with an operation or event warrants a fire watch

OPEN FLAME:

Open flames must be approved by Fire Marshal when such use is an integral component of a stage production. Open flame shall not be permitted for any other purpose.

ELECTRICAL:

Contact your Production Coordinator for detailed electrical safety regulations.

1. All electrical cords, devices, and equipment shall be free from defects and operated per their manufacturer's instructions.
2. All electric cords in the path of travel shall be taped down to prevent tripping.
3. All electric devices shall be listed by a nationally recognized laboratory, i.e., UL, FM.
4. Placement of cables along floors, aisle ways, doorways or other areas that can create a trip hazard or prohibit accessibility is prohibited.

LIQUID AND GAS FUELED VEHICLES AND EQUIPMENT:

1. All fuel tank fill caps shall be self-sealing or taped in an approved manner to prevent the escape of vapors.
2. Fuel in the fuel tanks shall not exceed one quarter (1/4) of the tank capacity or five (5) U.S. gallons (18.9L), whichever is less.
3. Vehicles or equipment shall not be fueled or defueled on City of Phoenix property.
4. The "hot lead" battery cable shall be removed from the main battery while the vehicle is on display in the building. The disconnected battery cable shall be taped to prevent a short.
5. If approved by the Fire Marshal, batteries used to power auxiliary equipment may be permitted to be kept in service.
6. CNG, LNG, propane, natural gas and hydrogen fuel tanks shall have their emergency shut off valve(s) closed.
7. It may be necessary to move or relocate a vehicle before or during a show. For this reason, it is recommended that a set of keys be onsite for all vehicles.
8. Fuel storage shall be located outdoors in approved cabinets at a location approved by the Fire Marshal.

HAZARDOUS MATERIALS:

Material Safety Data Sheets (MSDS) are required to be onsite and accessible for all approved hazardous materials brought into the facility. ALL hazardous materials shall be approved by the Phoenix Fire Department and the Phoenix Convention Center Department prior to being brought into the facility.

The following hazardous materials are **PROHIBITED**:

1. Flammable compressed gases, such as acetylene.
2. Flammable liquids, including but not limited to, gasoline, kerosene, cleaning solvents, thinners and other petroleum-based liquids allowed in section LIQUID AND GAS FUELED VEHICLES.
3. Pool chemicals, pesticides, corrosives, herbicides, poisons, and other such products.
4. Explosive materials, unless approved by the Fire Marshal, such as pyrotechnic materials.
5. Cryogenics (i.e. liquid nitrogen, liquid oxygen), unless approved by the Fire Marshal.

PROPANE (LPG) POWERED EQUIPMENT AND CYLINDERS:

Propane (LPG) powered equipment and cylinders in the Phoenix Convention Center & Venues shall comply with the following

1. At no time shall cylinders, not attached to a piece of equipment, be stored in the building. The building shall include the lower loading docks and truck ramps. This applies to empty, partially empty, and full cylinders. Cylinders shall be stored outside in an approved location.
2. At no time shall a single cylinder exceed 45 lb (20 kg) LP Gas capacity.
3. The number of cylinders attached to a piece of equipment shall not exceed two (2) cylinders.
4. When the equipment is not in use, the cylinder shut-off valve(s) shall be closed.
5. Stored equipment with cylinders attached shall be stored outside the venue.
6. Cylinders used on equipment shall have fully operations pressure relief valves. The valves shall be replaced by a new or unused valve within 12 years of the date of manufacture of the cylinder and every 10 years thereafter. The Phoenix Fire Department and the Phoenix Convention Center Department have the right to inspect the cylinders and deny their use in the facility.
7. Cylinders may be exchanged indoors provided one of the following is met to minimize the release of fuel:
 - a. Using an approved quick-closing coupling in the fuel line
 - b. Closing the shut-off valve at the cylinder and allowing the engine to run until the fuel in the line is exhausted

SPECIAL PERMITS:

1. Tents over 400 square feet that are erected on the Phoenix Convention Center Department's property.
2. Outdoor or indoor pyrotechnic events. Only a pyrotechnic operator with a valid City of Phoenix Certificate of Fitness Card is authorized to obtain a permit and to conduct an approved display or show.
3. Class 2 and greater type lasers require a permit from the Arizona Radiation Regulatory Agency (www.azdhs.gov/licensing/radiation-regulatory/)
4. Any other required Phoenix Fire Department and Phoenix Development Services Department permits

APPENDIX B

PARKING

The Phoenix Convention Center & Venues operates and manages approximately 4,500 parking spaces in the downtown area. There are an additional 26,500 public spaces in the surrounding vicinity. Parking is available to everyone visiting the downtown area, not exclusively for use by the Phoenix Convention Center & Venues and is subject to availability.

General Guest Parking

Symphony Hall: Parking accommodations for Symphony Hall are available at the following locations:

- Regency Garage - 40 N. 2nd St., across Second Street from--and west of Symphony Hall.
- PCC West Garage - 185 N. 2nd St. under the Phoenix Convention Center's West Building, directly north of Symphony Hall, off Second Street south of Monroe Street. Symphony Hall is located adjacent to the West Building, which can be accessed easily from the escalators available to exit the parking area.

Orpheum Theatre: Parking accommodations for the Orpheum Theatre are available at the following locations:

- Adams Street Garage - 304 W Adams St, Phoenix, AZ 85003.
Only available after 5pm on non Arizona Financial Event days.
- 305 Garage - 305 W Washington St, Phoenix, AZ 85003.
- Plaza Garage - 1 N. 1st Ave, Phoenix, AZ 85003.

Parking in Downtown Phoenix can be limited at times. Parking meters and pay stations are enforced 8 a.m. to 10 p.m. daily, including weekends and holidays. Visit <https://www.phoenix.gov/streets/parking-meters> for current parking information and <https://dphx.org/calendar/> for major event information.

PCC-Operated Garage Locations:

- West Garage 100 N. 3rd Street
- North Garage 457 E. Monroe Street
- East Garage 601 E. Washington Street
- Heritage Garage 123 N. 5th Street
- Regency Garage 40 N. 2nd Street

Overnight parking is not permitted in Phoenix Convention Center & Venues parking facilities due to zoning restrictions.

Bicycle Parking: Racks for bicycle are located in the West Garage on parking levels G-1 and G-2 and in the Plaza adjacent to the Orpheum Theatre.

Bus Parking: All bus parking shall be scheduled in advance and will be accommodated based upon availability.

The Marshalling Yard may be used to marshal larger trucks and buses. Show management will be responsible for the cost of the marshalling guard and any required off-duty police. Contact your Theatrical Venues Front of House Manager for patron transportation parking needs or your Production Coordinator for production cast and crew transportation parking needs.

OverSize/Vehicles/Trailers: Parking for large vehicles/trailers is available on a first-come, first served basis in the East Garage. As space is limited, any vehicle taking more than one (1) space will be required to pay for each additional space. In order to accommodate the trailers of as many clients/vendors/exhibitors as possible, all accompanying vans, trucks and cars will need to drop trailers and then park on upper levels (2nd floor or higher) of the East Garage at the pre-approved or market rate.

Parking Passes: Clients/vendors/exhibitors passes are available primarily at the East Garage. Other garage use may be arranged through your Theatrical Venues Front of House Manager.

- **Clients/vendors/exhibitors:** may pre-purchase parking passes at a discounted rate. Pre-paid parking passes are non-refundable/non-transferable. To receive the discount, passes must be arranged with your Theatrical Venues Front of House Manager, then ordered and purchased fourteen (14) days in advance of the event. All parking passes must be designed, created and provided by Phoenix Convention Center & Venues Parking Services. Parking Rates are subject to change.

Unoccupied Motor Homes: Unoccupied motor homes may be parked in the East Garage. Overnight occupancy or recreational activities are not permitted due to zoning restrictions. The East Garage does not provide utilities for motor homes and other recreational vehicles. All parking requires advance scheduling and will be accommodated based upon availability.



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