



Booking Policies and Procedures

For questions or assistance with any of the booking policies listed below, please contact:

Marcia Hart
Events Admin – Booking and Events
mhart@ashevillenc.gov
828-259-5743

LEASE AGREEMENT

The use of the U.S. Cellular Center shall be permitted only after prior execution of the formal rental/lease agreement or other written U.S. Cellular Center authorization. The LESSEE is required to furnish, in an acceptable manner, any information requested by U.S. Cellular Center Management as to facility uses, special arrangements, special services, and/or equipment required for the appropriate presentation of the event.

ADVANCE BOOKING POLICY (12+ months in advance)

Signed contracts and deposits must be made prior to ticket on-sale.

Conventions, Conferences, and Consumer Shows:

1. If of an ongoing nature, using multiple consecutive days or facilities, may place tentative on first, second and third choice basis.
2. To maintain hold all current contracts, payments and invoices must be paid by require dates.

ADVANCE BOOKING POLICY (12 months or less)

1. Contracts are to be issued as soon as possible after the maximum confirmation time.
2. A deposit will be due within (15) days after the contract issuance.
3. Final payment for the facility rent identified in the contract is due (30) days prior to the actual event or as stipulated in the contract.
4. Payment of optional equipment and personnel are due at box office settlement, when sales are handled by U.S. Cellular Center. Otherwise, a final invoice will be completed by the U.S. Cellular Center and payment shall be required within (30) days of billing. Non-payment will result in additional interest charges of 1.5% per month (18% annually).

TENTATIVE HOLDS

All tentative holds will be for a maximum of (14) days (two weeks). In that time, it is expected that the interested client either confirm the date/s and request a contract or release the date/s. If the client has not confirmed the date/s within the stipulated time period, the date/s will be released and become available for others to book. A designation of event type and/or headline must be given for the facility to hold any dates.

Challenges to tentative date/s or events contracted without a deposit:

When a date held by a prospective client on a tentative basis or a contract has been issued, but not returned with a deposit the following challenge procedure may be initiated by a second client interested in the date in question.

1. The client challenging the date will present a payment equal to the minimum rent of the facility (of the first client) to the U.S. Cellular Center.
2. At the time the challenge deposit is received, the first client will be notified by telephone and email that a challenge for the date has been received.
3. If the first client wishes to secure the date/s, they have (2) working days (48 hours) after receiving notification of the challenge, to present the required deposit and complete a contract.
4. If the first client elects to secure the date, the second client will receive a full refund of their deposit.
5. If the first client does not secure the date within the required time, the second client (challenger) receives the date and will be required to execute a contract immediately.
6. Deposits applied to dates received through the challenge process will not be refunded under any circumstances regardless of when the cancellation occurs.

INSURANCE

1. Each facility LESSEE shall be required to indemnify and save harmless the LESSOR from all loss cost and expense arising out of any liability. Or claim of liability, for injury or damages to persons or property sustained or claimed to have been sustained by attending such events on the premises.
2. Each facility LESSEE shall be required to execute and deliver a certified commercial liability insurance policy as required in the facility rental/lease agreement or purchase a policy from the U.S. Cellular Center in an amount between \$1 million and \$5 million as determined by U.S. Cellular Center Management.
3. Each facility LESSEE agrees to execute and deliver to the U.S. Cellular Center by no later than (30) days prior to the first date of use of the premises, a commercial liability insurance policy, including public liability and property damage, written by a company licensed to do business in the state of North Carolina. Commercial liability insurance shall cover the premises and shall provide the following minimum limits of coverage:
 - a. Bodily injury and property damage Combined single limit coverage of \$1,000,000/occurrence
 - b. Annual Aggregate 2,000,000
 - c. Automobile 1,000,000
 - d. Workers' Compensation – Part A Statutory Limits
 - e. Workers' Compensation – Part B \$100,000
4. Should LESSEE be unable to secure an insurance policy, the LESSOR may procure a TULIP (Tenant User Liability Insurance Policy) for the LESSEE. Should the LESSEE fail to provide an insurance policy within (10) days of the first event day, the LESSOR will automatically provide a TULIP policy for the LESSEE for the contracted event. The LESSEE will be charged accordingly for this policy.

RESERVATIONS FOR PERFORMERS

If two clients are negotiating for the same act or performer, the facility will place the hold in the act's name, upon the act determining which promoter will produce the show, the contract will be issued to that promoter/client.

SCHEDULING OTHER EVENTS

1. The U.S. Cellular Center may schedule and contract with other events in parts of the facility which are not part of the client's agreement.
2. The U.S. Cellular Center may schedule and contract similar events both before and after the dates of a client's agreement without notice to the client, unless otherwise specified in writing in the contract agreement.

COMPLIANCE WITH REGULATIONS, ORDINANCES, LAWS, AND RELEVANT STATUTES

1. The execution of an agreement for facility usage with the U.S. Cellular Center further requires full compliance with all existing policies and procedures, regulations, laws, ordinances, and statutes regarding the operation of the Center, its governing authority, the City of Asheville, and all pertinent safety and fiscal procedures.
2. These rules and regulations also pertain to permits and licenses required (including recorded music), taxes (gross receipts and income), liability incurred, certain flammable, pyrotechnic, or dangerous materials and/or activities.

CANCELLATION

Should an event be canceled by the client, no deposit refund shall be made.

Rates

EXPLOREASHEVILLE.COM ARENA

The ExploreAsheville.com Arena consists of 29,532 sq. feet on the arena floor with an additional 12,670 sq. feet of concourse space.

Ticketed Events*:

\$2750.00 base rental fee vs. 10% of Net Gross Ticket Receipts. Net Gross is actual gross less 7% North Carolina Sales Tax and a 2% City Surcharge. Tickets must be sold by the U.S. Cellular Center Box Office.

All Other Events*:

\$2750.00 base rental fee per day where no admission is charged. Additional time after midnight \$50.00 per hour.

**Note: Prices listed do not include requisite facility operating and staffing expenses.*

THOMAS WOLFE AUDITORIUM

The Thomas Wolfe Auditorium consists of 2,413 permanent seats.

Ticketed Events*:

\$1350.00 base rental fee vs. 10% of Net Gross Ticket Receipts. Net Gross is actual gross less 7% North Carolina Sales Tax and a 2% City Surcharge. Tickets must be sold by the U.S. Cellular Center Box Office.

All Other Events*:

\$1350.00 base rental fee per day where no admission is charged. Additional time after midnight \$25.00 per hour.

**Note: Prices listed do not include requisite facility operating and staffing expenses.*

BANQUET HALL

The Banquet Hall is 5,159 sq. feet, which includes a pre-function area. The hall also is equipped with all A/V amenities and can accommodate up to 500.

\$500.00 base rental fee per day. For all hours outside of standard business hours (defined as 8:00 am to 5:00 pm Monday through Friday) an additional fee of \$25.00/hr will be charged. *Additional facility operating and staffing expenses may apply.*

MEETING ROOMS

There are multiple Meeting Rooms throughout the facility, ranging from 336 sq. ft to 2,408 sq. ft.

\$500.00 base rental fee per day (\$750 base rental fee per day for larger rooms). Additional time after midnight \$25.00 per hour. *Additional facility operating and staffing expenses may apply.*

EXHIBITION HALL

The Exhibition Hall is a total of 25,148 sq. ft and can accommodate up to 2,000.

Ticketed Events*:

\$1000.00 base rental fee vs. 10% of Net Gross Ticket Receipts. Net Gross is actual gross less 7% North Carolina Sales Tax and a 2% City Surcharge. Tickets must be sold by the U.S. Cellular Center Box Office.

All Other Events*:

\$1000.00 base rental fee per day where no admission is charged. Additional time after midnight \$25.00 per hour.

**Note: Prices listed do not include requisite facility operating and staffing expenses.*

THOMAS WOLFE LOBBY

The Thomas Wolfe Lobby can accommodate up to 200 seated dining and up to 250 cocktail. Subject to Thomas Wolfe Auditorium scheduling.

\$1000.00 base rental fee per day. *Additional facility operating and staffing expenses may apply.*

Move-In, Move-Out, Rehearsals

- No additional charge if scheduled on the same day as performance or use.
 - Fifty percent (50%) of the minimum rental fee if on a day other than performance or use. No double discounts are permitted and the discount does not apply to meeting room rental rates.
 - The time period from 8:00 AM to 12:00 AM or any fraction thereof shall be defined as the usage period. If facilities are used prior to or following contracted limits, without the express written permission of U.S. Cellular Center Management, a premium shall be added to the rental rate upon settlement. The premium will be between \$25.00 and \$50.00 per hour for each hour or fraction of an hour beyond the contracted term hours.
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Personnel and Equipment

PERSONNEL *(Minimum (4) hour calls apply)*

Custodial: \$15.00/hour
Door Guard: \$12.00/hour
Electrician: \$25.00/hour
EMT (Emergency Medical Technician): \$20.00/hour
Equipment Operator: \$15.00/hour
Event Coordinator: \$20.00/hour
Laborer: \$15.00/hour
Police Officer: \$30.00/hour
Police Officer Supervisor: \$35.00/hour
Runner: TBD
T-Shirt Overnight: \$18.50/hour
T-Shirt Security: \$16.50/hour
T-Shirt Supervisor: \$18.50/hour
Ticket Takers: \$12.00/hour
Ushers: \$12.00/hour

EQUIPMENT

On an as-available schedule. All equipment is finite in number. You should communicate your needs as soon as possible or at least 15 days prior to the event.

Basketball Floor: \$600.00/day + set-up labor
Bath Towels: \$4.00/each
Chairs: \$0.75/each

EQUIPMENT cond.

Cloth Table Linens: \$10.00/each
Cove Lighting (12 onstage lights): \$100.00/day
Easel: \$10.00/day
Exhibit Booth (8'x10' or 10'x10'): \$20.00
 8' Perimeter Drape: \$1.00/linear foot
 3' Pipe & Drape: \$0.50/linear foot
 Staging (4'x8' sections): \$15.00/each
Follow Spots (MUST use IATSE operator): \$100.00/day
Forklift (without operator): \$15.00/hour or \$100.00/day
Hand Towels: \$2.00/each
Iron & Ironing Board Steamer: \$30.00/day
Lectern: \$10.00/day
Lighting Gels: \$7.50/sheet (limited availability)
Orchestra Shell: \$300.00/day
Paper Table Covers: \$3.00/each
Piano (tuning not included)
 Upright: \$50.00/day
 Steinway Concert Grand: \$500.00/day
Portable CD Player: \$30/day
Projector: \$50.00/day
Stage Risers (6'x8' sections): \$15.00/each
Skirting for Tables: \$12.00/each
Sound System Hookup: \$100.00
Tables (8' rectangular or 60" round): \$7.00/each
TV/VCR/DVD player: \$50.00/day
Washer/Dryer: \$50.00/pair
Wired Microphone: \$15.00/each
Wireless Microphone: \$30.00/each

UTILITIES

Telephone Line Installation: \$125.00/line
 Deposit: \$100.00/line
Water Hookup (limited to select locations): \$75.00/each
Wireless Internet Hookup: \$150.00/day

ELECTRICAL

Per 15amp Circuit (advance): \$30.00 1st day, \$10.00 each additional day
Per 15amp Circuit (day of event): \$60.00 1st day, \$10.00 each additional day
Cable Tray: \$5.00/each
Extension cord (25'): \$25.00/each
Power Strip: \$20/each
 208v, 20amp, single phase: \$75.00/each
 208v, 20 amp, three phases: \$100.00/each
 408v, three phase: \$300.00/each

I.A.T.S.E. Local 278

All below rates are effective beginning January 1, 2010. Questions concerning this rate schedule, film and/or video productions and any/all communications, riders etc. concerning employment of the union technical personnel within this Local's jurisdiction should be directed to:

Michael Rhodes, Business Agent
P.O. Box 2071
Asheville, NC 28802
Office: 828-545-0641
Fax: 828-667-2047
Email: iatseba278@gmail.com

Wage Rates for stage presentations, performances, dances, exhibits, schools, or other commercial or noncommercial events shall be as follows (*minimum (4) hour calls apply*):

	7:00 AM to 12:00 Midnight (Standard Rate)	12:00 Midnight to 7:00 AM (Overtime Rate)
Electrician	\$22.50/hour	\$33.75/hour
Flyman	\$19.50/hour	\$29.25/hour
Job Steward (required on calls of 6+ hands)	\$19.50/hour	\$29.25/hour
Riggers, Truss Spot Operators	\$22.50/hour	\$33.75/hour
Spotlight, Sound, Loader, Fork	\$17.50/hour	\$26.25/hour
Stagehand/Wardrobe/Labor	\$15.50/hour	\$23.25/hour

Each move-in, rehearsal, performance, move-out, house strip, or house restore shall be considered a separate (4) hour minimum calls. All time exceeding the (4) hour minimum call shall be computed in one-half hour increments.

- All employees shall be allowed a (1) hour meal break after (5) hours of work. If the employer provides the meal, one-half hour shall be allowed with no stoppage of time.
- If no meal break is allowed: ALL time worked after (5) hours, until a meal break is allowed, shall be at TWICE the above rates.
- All time worked after (8) hours in (1) day, or between midnight and 7:00 AM shall be at one and one half (1.5) times the above standard rates.
- All time worked on the following holidays shall be at one and one half (1.5) the above standard rates:
New Year's Day, Martin Luther King Jr. Birthday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve
- Thirty percent (30%) of the total wages shall be added to the stage bill for:
FICA, Workman's Compensation, Insurance, and Payroll
- The employer shall pay all charges covered by this rate sheet, to the Local's representative by the start of the performance or no later than intermission.
- Invoices not paid within thirty (30) days are subject to a 1.5% monthly service charge (18% annual)