

FACILITY POLICIES & INFORMATION



Facility Name:	HOLLAND CIVIC CENTER
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I. GENERAL INFORMATION

Facility Name:	HOLLAND CIVIC CENTER PLACE		
Street Address:	150 W 8 th St. Holland, MI 49423		
Mailing Address:	150 W 8 th St. Holland, MI 49423		
Administrative Office:	Phone Number:	616-928-2000	Ticket office: 616-928-2004
E-mail Address:	Website:		www.civiccenterplace.com

CONTACT LIST

Title	Name	Phone Number	E-mail
Executive Director	Chris Hart	616-928-2002	chart@venuworks.com
Business Manager	Mark Fellwock	616-928-2004	mfellwock@venuworks.com
Marketing Director	Jay Allen	616-928-2003	jallen@venuworks.com
Event Manager	Alexandra Darland	616-928-2005	adarland@venuworks.com
Operations Manager	Jake Dunham	616-928-2001	jdunham@venuworks.com
F&B Manager/Ex. Chef	Jerramiah Chabitch	616-928-2000	jchabitch@venuworks.com
Executive Assistant	Sarah Burgess	616-928-2000	sburgess@venuworks.com

DIRECTIONS TO HOLLAND CIVIC CENTER PLACE

(From North:) From North Through Muskegon: Take I-31 South to I-196BL/Chicago Drive West exit. Continue West on Chicago Drive and take E 7th St West to 8th St. in Holland.

(From East:) From the East through Grand Rapids: Take I-196 West. Follow I-196 to I-196BL West. Take exit 55 from I-196 and take E 7th St West to 8th St. in Holland.

(From South:) From the South through Kalamazoo: Take I-131 North to M-89 North (Plainwell/Otsego). Continue North to M-40 North to Lincoln Ave in Holland. Continue on Lincoln Ave and veer left onto State St to S River Ave heading North. Take E 7th St West to 8th St. in Holland.

(From West:) From the West (Southwest) through South Haven: Take I-196 North towards Holland/Grand Rapids. Take exit 44 onto I-196BL East, continue North on Washington Ave, then veer right onto Michigan Ave to S River Ave. Take E 7th St West to 8th St. in Holland.

Parking- Parking is free in Holland Civic Center parking lot, additional parking at garage, east of facility

DRIVING DISTANCES TO HOLLAND, MI

City & State	Mileage Distance	City & State	Mileage Distance
Grand Rapids, MI	30mi	South Bend, IN	90mi
Muskegon, MI	36mi	Chicago, IL	150mi
Kalamazoo, MI	54mi	Ann Arbor, MI	155mi
Lansing, MI	90mi	Detroit, MI	180mi

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II. RATE SCHEDULES

FULL DAY RENTAL RATES (12 HOURS BETWEEN 8AM-11:59PM) RATES DO NOT INCLUDE CATERING AND CONCESSIONS OPTIONS

Space	Terms	Daily Rate
Great Hall	Includes the Community Atrium, additional hours \$100/hr.	\$2900
The Community Atrium	Lobby, additional hours \$65/hr.	\$750
Market Side	North Hall First floor, additional hours \$65/hr.	\$650
Market View	North Hall Second Floor, additional hours \$65/hr.	\$800
Early Set up Day before*	Early set up is based on the availability of the space.	½ of daily rate

***All rental space is available to Non-profit organizations at a 25% reduction

HALF DAY RATES (UP TO 6 HOURS) RATES DO NOT INCLUDE CATERING AND CONCESSIONS OPTIONS

Space	Terms	Daily Rate
The Community Atrium		\$565
Market Side		\$490
Market View		\$600
Gym Usage	For sporting events only (no additional setup/teardown)	\$100/hour

Space	Space description	Seated meals
The Great Hall	With bleachers out, 4,419 Sq. feet, Capacity 631	295
The Great Hall	With bleachers flush, 8,925 Sq. feet, Capacity 1275	600
Community Atrium	5,595 Sq. feet, Capacity 740	260
Market View	2,878 Sq. feet, Capacity 411	200
Market Side	2,850 Sq. feet, Capacity 407	195

GENERAL TERMS

Daily rental fee includes basic lighting and heat. Client may be charged for all necessary labor, supervision, special equipment and/or utilities. Conversion to/from your event and cleanup may be in addition to the rental rates listed herewith.

MOVE IN/ MOVE OUT/REHEARSALS

Required move-in, move-out and rehearsal days are in addition to daily show day's rental rates and are reflected as one-half of the rate for the applicable day's rental rate.

MULTIPLE SHOWS

Multiple shows on the same day will be charged one-half rate (minimum) against ten percent (10%) of gross receipts after tax, for each additional show.

TAX RATE

The sales tax rate for Holland is (6%).

Clients needing temporary sales tax permits for exhibitors or vendors should contact the Michigan Department of Treasury at (517) 636-6925.

EQUIPMENT RENTAL RATES

All prices quotes are based on Holland Civic Center inventory. Additional equipment may be rented through local suppliers at prevailing rates. Certain items do not include labor required to set up, take

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down or operate the equipment. Please contact the Event Manager at least 60 days in advance of your event to determine equipment requirements.

LABOR RATES

Holland Civic Center reserves the right to determine and set staffing needs for events. These rates are subject to change. Please contact Event Manager for current rates.

IN-HOUSE LABOR RATES

Category	Rate	Minimum
Operations/Conversion/Housekeeping/Custodial	\$16.00 per hour	4 hour
Event Staff (Ticket Takers, Ushers, Guest Services)	\$16.00 per hour	4 hours
T-shirt Security	\$18.50 per hour	4 hours
Operations Supervisors/ Security Supervisors	\$26.00 per hour	4 hours
Runner/Production Assistant	\$200.00 per day	n/a
Technical Director/Labor (electrician, etc.)	\$26.00 per hour	4 hours
Box Office/Ticket Sellers	\$18.00 per hour	4 hours
Merchandise seller	\$16.00 per hour	4 hours
Stagehand	By quote	TBD

III. EVENT PLANNING

ASSIGNMENT OF DATES

To check availability of dates, call Holland Civic Center at (616-928-2000). If requested, Holland Civic Center will place a tentative hold on available date(s).

If Holland Civic Center receives an inquiry by another party for those dates that you are holding, we will contact you to confirm your intention to utilize the building on that date. If you intend to use the building and the second party wishes to challenge the date, we would then require you to go to contract and provide a deposit within 48 hours. If you are not able or decline to go to contract and provide a deposit within the 48 hours, the second party would go to contract and provide a deposit to secure the date in question. If neither organization contracts, the first organization would then be contacted to ascertain if they wished to retain their hold on the date.

DEPOSITS

First-time clients of Holland Civic Center may be required to pay a deposit in the full amount of the facility rental plus advertising expenses, due 90 days prior to the start of the event or prior to the start of any advertising campaign, whichever comes first. All deposits are non-refundable.

For repeat clients of Holland Civic Center, in good standing, the deposit amount may be one-half of the facility rental amounts, due 90 days prior to the start of the event. All deposits may be non-refundable.

Holland Civic Center reserves the right to require a deposit in the amount sufficient to cover all costs of production based on the estimated show related expenses prepared by Holland Civic Center. This deposit will be in the form of a cashier check or direct wire transfer and may be required at any time prior to the event.

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INSURANCE

A certificate of insurance is required 30 days prior to each scheduled event indicating proof of coverage in the amount of \$2,000,000.00. The insurance coverage should begin at the time of event move in and end at the completion of move out.

Additional Insured Language

Holland Civic Center, VenuWorks of Holland, L.L.C., Holland Civic Center (Board of Directors/Commission/Foundation), VenuWorks, Inc., the city of Holland; their parents, subsidiaries, affiliates, directors, officers, employees, insurers, and agents herein, is an Additional Insured.

Other Mandated Insurance Provisions

- Only insurance companies that are licensed as an admitted carrier in the State of Michigan will be acceptable. They must be rated in the current "Best" key rating guide with an "A-VI" rating or better.
- All insurance policies shall evidence primary coverage and shall not be contributory to any other policy.
- The legal entity entering into the facility lease agreement must be identified as a named insured on the insurance certificate.
- The Client must provide evidence of workers compensation coverage.
- Insurance coverages must name the venue and the additional insureds listed above as additional insureds.
- The venue shall be the certificate holder.
- The Client's property in the building is the responsibility of the Client. The facility, VenuWorks, the City of Holland, etc. will not insure the Client's property.
- All coverages are required. Example: The Client is not excused from providing auto liability coverage just because they don't plan to use any vehicles.
- Minimum acceptable Limits of Liability are as follows:

Auto Liability

Owned, non-owned and leased autos - \$1,000,000.

All policies must be written on a per occurrence basis as indicated as such on the certificate of insurance. All policies must be written with a limit of not less than \$2,000,000 per occurrence and \$2,000,000 in aggregate. An umbrella policy may be used to achieve these limits of coverage. (Essentially, this means that two separate insurance policies may be used as long as the aggregate limits of coverage are delivered.)

Workers Comp

As evidenced or where limits are directed by the state if it is one of those that are monopolistic with regard to WC.

ESTIMATES

As requested, Holland Civic Center will issue a good faith estimate to the Client or authorized Client of any event. The estimate is based upon the information available at the time of the inquiry. A preliminary estimate can be affected by additional requests for staffing, equipment, or technical assistance as well as length of performance. Therefore, it is beneficial to both parties to discuss full details prior to issuing a preliminary estimate. If a technical rider is available for your event, a copy should be forwarded to the Holland Civic Center at the earliest possible date.

SETTLEMENT & PAYMENT POLICY

Holland Civic Center is capable of settling the expenses from your event in two manners. Settlements may occur a short time after the event through the United States Postal Service or settlement for events where tickets are sold may occur once the event has finished.

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ADVERTISING /PUBLICITY/PROMOTION

Services include:

- Coordination of all cash buys by the Marketing Department, utilizing the established contracted media rates exclusive to Holland Civic Center.
- Featuring the event on the Holland Civic Centers Web Site.
- Distribution of press releases detailing event to all media.
- Mailing or faxing of trade letters and corresponding trade agreements (associated expenses-postage, paper, etc. - will be billed at settlement).
- Coordination of all local promotions and publicity for event.

In exchange for the above services, Holland Civic Center may receive a fifteen percent (15%) agency commission on all cash buys placed.

TICKET HANDLING

Ticketmaster System – Fees include are a \$2.00 facility fee.

MERCHANDISING / NOVELTIES

Novelty items sold at Holland Civic Center are subject to a 6% charge through Holland Civic Center, the appropriate State of Michigan sales tax.

IV. BUILDING POLICIES

AMERICANS WITH DISABILITIES ACT OF 1990

Holland Civic Center strives to provide equal opportunity access to all services and events within the facility. Holland Civic Center reserves the right to require Clients to comply with codes pertaining to the American Disabilities Act of 1990 (ADA) including, but not limited to, providing special seating areas, access and services. *(If an event is sold out, any unsold accessible seats may be released for sale to the general public)*

ADA Seating - Wheelchair Accessible Locations

Wheelchair accessible seating is available in the telescopic bleacher front rows as both wheelchair and companion seating.

Wheelchair accessible seating may also be provided on the main floor to accommodate all price levels. The wheelchair accessible ticket would correspond to an opening for the wheelchair itself as the patron's seat. Companion seating in standard floor chairs is offered on the main floor adjacent to the wheelchair.

Wheelchair accessible tickets can be purchased through any authorized point of sale, including the Holland Civic Center Place Administrative Office, www.ticketmaster.com or Charge-by-phone at 1-800-745-3000.

Hearing Impaired Services

The Holland Civic Center Place may be able to make arrangements for hearing augmentation devices or a sign language interpreter during our events. Augmentation devices are available at Guest Services on the night of the performance. To request the presence of an interpreter for an event, please contact the Administrative Office at 616-928-2000.

Hearing Impaired Services

The Holland Civic Center Place may be able to make arrangements for hearing augmentation devices or a sign language interpreter during our events. Augmentation devices are available at Guest Services on the night of the performance. To request the presence of an interpreter for an event, please contact the Administrative Office at 616-928-2000 no later than one month prior to the event to allow for time to schedule their appearance. The Holland Civic Center Place cannot guarantee that

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an interpreter will be available to appear, but we will make every effort to provide that accommodation.

Service Animal Requirements

Service animals are allowed on site at the Holland Civic Center Place and may be accommodated in our Accessible seating locations. Please call the Administrative Office at 616-928-2000 to purchase your tickets if you will be bringing a service animal with you to the event.

ADA Ticket Limits

There is a maximum limit of four total tickets per customer on ADA seating (three companions per person). Other ticket limit rules pertaining to a specific event will also apply.

BALLOONS

Balloons containing helium or lighter than air products are not allowed inside the facility. Air-filled balloons may be approved by the Event Manager for permanent attachment to authorized displays. If a Client uses balloons for displays, they take full responsibility financially for removing any balloons that break from their tether. The financial responsibility may include the cost associated with rental of a lift capable of reaching the ceiling of the facility and the labor required to completely remove them.

CAMERAS/VIDEO AND AUDIO RECORDING

As a general rule, cameras are not allowed for any events held at Holland Civic Center when tickets are sold utilizing the Ticketmaster system or any other show where the Client will not allow cameras. Video and audio recording devices are strictly prohibited. If Client wishes to allow these devices, they must inform the Event Manager well in advance of the event.

DECORATIONS/TAPE/CONFETTI/STICKERS

All decorations must be placed in accordance with the following Holland Civic Center regulations:

- No decorations may be displayed in a manner that may cause damage to the facility.
- Prior to taping any decorations or signs to any surface, Client must have permission of Holland Civic Center and use tape that is approved by the facility. Generally, masking tape is safe for use on painted surfaces. Client is responsible for removing decorations and signage and any tape residue with an approved solvent unless prior arrangements are made.
- No decorations may be placed in any area that blocks public ingress or egress.
- Decorations must not be placed in any area that obstructs the sight lines for a performance.
- Signage may not be attached to or near Holland Civic Center permanent signage. Confetti, sand, glitter, and stickers are difficult to clean up and therefore will require additional clean-up costs if used. The additional clean-up labor will be billed at the current maintenance/clean-up rate (see Section II). Holland Civic Center reserves the right to prohibit these items for any event.

DELIVERIES AND MATERIAL STORAGE

Due to limited space and liability, Holland Civic Center does not accept deliveries for Client prior to the dates contracted for their event, unless prior arrangements are confirmed with the Event Manager. All deliveries made to the Client during the term of their lease should include the event or Client name and the name of the person the material should be routed to. All freight should be sent to the following address:

Holland Civic Center
150 West 8th Street
Holland MI 49423

FLAMMABLE MATERIALS

Flammable materials may not be stored within the facility without prior approval from the Event Manager. At no time will Client be allowed to use or store any flammable material in any unsecured public area.

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LOST AND FOUND

All lost and found items turned in at Holland Civic Center are recorded and kept on file for 30 days at Holland Civic Center Administrative Office. Items may be claimed during office hours 9:00 a.m.-4:00 p.m., Monday through Friday.

FOOD AND BEVERAGE

No food or beverage may be brought into, sold, or distributed in the Holland Civic Center without written authorization from Holland Civic Center management. All on-site, backstage and event catering must be arranged through the Holland Civic Center management. Any approved outside food/vendor will be assessed a charge depending on service provided. As the exclusive concession and catering company for the Holland Civic Center and based on Holland Civic Center sole discretion, Holland Civic Center management reserves the following rights: 1) to determine if concessions will be sold during the event; 2) to determine what concession items will be available for sale; and 3) to determine hours of operation.

Food provided for guests at the Holland Civic Center may not leave the facility at anytime.

PROMOTIONS

Any promotions (i.e. ticket giveaways, discounted tickets, meet and greet, banners, sponsor booths, product giveaways, etc.) must be submitted for approval to Holland Civic Center management at least 14 days in advance.

PROHIBITED ITEMS

To ensure the safety of our guest, the Holland Civic Center reserves the right to refuse entry to any patrons in possession of, but not limited to, any of the items listed below:

- Weapons of any kind; including but not limited to knives, guns, box cutters, pocket knives, blades, tools, mace, pepper spray, brass knuckles, stun guns, handcuffs, sticks, clubs, batons, explosives, and anything else the Holland Civic Center deems unacceptable
- Cameras with detachable lenses (varies by show)
- Computers, laptops or tablets
- Video or audio recording devices
- Selfie sticks or telescopic devices
- Laser pointers, laser products or flashlights
- Any outside food or beverages
- Alcoholic beverages, drugs, illegal substances or paraphernalia
- Cans, bottles, flasks, coolers or other similar containers
- Backpacks, large bags, suitcases or sealed packages
- Animals (except service animals)
- Large umbrellas
- Balloons, beach balls or any other inflatable items
- Noise makers (including air horns, drums, whistles, etc)
- Fireworks or any other incendiary devices
- Flag poles or any support frames for banners/signs
- Large signs, flags, banners, posters or pamphlets
- Skateboards, roller skates, roller blades, skate shoes or bicycles
- Drones or any other model aircraft
- Hazardous items (chemicals, paints, fuels, etc)
- Strollers are not permitted into the seating areas
- Any other items deemed unacceptable by the USCC

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PUBLIC SAFETY

Holland Civic Center management has the final authority to take whatever action it deems necessary to protect the safety of patrons within the building. This includes, but is not limited to:

- Client will not be allowed to block any aisle or fire exit.
- No material that presents a potential health or fire hazard will be allowed inside the building.
- Client must allow Holland Civic Center to make a Public Address announcement if facility management deems it necessary to ensure the safety of a member of or the entire audience (i.e. a request for patrons to return to seats or evacuation, etc.)
- Holland Civic Center management does not in any way condone body surfing, moshing, or stage diving. Patrons who participate in any of the activities listed above may be subject to ejection. Holland Civic Center management reserves the final decision on the removal of any patron involved in above activities.

PYROTECHNICS

The Holland Civic Center generally does not permit Pyro. If special circumstances arise, we will contact the local Fire Marshall.

SIGNAGE/SPONSORSHIPS

All sponsorships and signage related to sponsorships must be approved by Holland Civic Center in advance. Holland Civic Center will not unreasonably deny any request, but must ensure that sponsorships, promotions, and signage do not conflict with building sponsorship packages or present a danger to patrons.

SMOKING POLICY

By City ordinance, Holland Civic Center is a smoke free facility. Patrons attending an event at Holland Civic Center will be directed to an area where smoking is permitted. Client is requested to make sure show personnel, exhibitors, and vendors also respect this policy and smoke only in designated areas.

STAFFING

Holland Civic Center reserves the right to set all staffing requirements for events. Holland Civic Center will work closely with Client to make sure both the facility and Client's needs are met. Holland Civic Center will be the sole provider of all ushers, ticket selling, ticket taking, security, stagehands, maintenance, or any other event related staff unless previous arrangements are made.

TIPPING

Holland Civic Center employees are not permitted to accept tips or gratuities in cash, merchandise or tickets.

V. BUILDING INFORMATION

PUBLIC ACCOMMODATIONS/GUEST SERVICES

ADMINISTRATIVE OFFICES

VenuWorks of Holland, LLC manages Holland Civic Center. Administrative Offices are located (150 W 8th St. Holland, MI 49423) of the Holland Civic Center. Business hours are Monday through Friday, 9:00 a.m. to 5:00 p.m.

TICKET OFFICE

The Holland Civic Center Ticket Office accepts cash, Visa, Discover, American Express, and MasterCard as payment for Holland Civic Center events. A Facility Fee of \$2.00 is added to the ticket price. **Will-Call** tickets are located at the Holland Civic Center ticket office. Will-Call ticket window is open one hour before doors open to the public on show days and closes thirty minutes (30 min) after show starts.

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ACCESSIBLE SEATING

Holland Civic Center is an accessible venue. *(If an event is sold out, any unsold accessible seats will be may be released for sale to the general public).*

ATM

Holland Civic Center has an ATM available for public use, located in the Community Atrium, adjacent to the concession stand.

CANCELLATIONS

Cancellations due to bad weather are typically not decided until hours before curtain time and will be announced by the media whenever possible. Guests may call the Ticket Office at 616-928-2004 or the Administration Office at 616-928-2000 for specific performance information.

HEARING ENHANCEMENT SYSTEM

If you have special needs for sound amplification, our state-of-the-art hearing enhancement system allows you to enjoy the entertainment if you are hearing-impaired. Complimentary equipment may be checked out with one form of identification at the Holland Civic Center Ticket Office.

VI. TECHNICAL INFORMATION

STAGE SPECIFICATIONS

Maple & pine, tongue and groove floor, covered in 1997 with black, vinyl flooring.
Stage extension is adjustable to floor level and 8' below stage level by manual lifts.

Proscenium opening:	44'w x 27'h
Stage depth (smoke pocket to back wall):	32' 8"
Stage width (center line to stage right wall):	29' 8"
Center line to stage left wall:	39' 9"
Smoke pocket to stage apron:	2'4"
Deck to walking surface of grid:	64'
Distance from proscenium to balcony rail:	50'
Distance from proscenium to first cove:	75'
Distance from proscenium to booth rail:	112'
Distance from proscenium to box boom positions:	60'

PERMANENT INSTALLATIONS

On Deck:

Stairwell located in Up Stage Left.

Loading door:

8'w x 12'h

Loading door located at street level directly onto stage right wing.

Access is from 4th avenue parking lot.

ELECTRIC & LIGHTING

- Road service power
(1) 200A 3Ø located Stage Right alcove

SOUND

- House Public Address system only

DSL HIGH-SPEED SERVICES

High-speed DSL is available in various rooms of the Center.