

## RATE SCHEDULE AND REQUIREMENTS

Revised May 20, 2022

*\*Rates for services not specified herein are available upon request. All rates subject to change without notice.*

*Rental rates are per performance unless otherwise specified.*

<p><b>RALEIGH MEMORIAL AUDITORIUM</b> – seating capacity 2,369 Sunday-Wednesday: \$4,500 or 12% Thursday-Saturday: \$6,000 or 12%</p>
<p><b>MEYMANDI CONCERT HALL</b> – seating capacity 1,750 Sunday-Wednesday: \$3,500 or 12% Thursday-Saturday: \$4,500 or 12%</p>
<p><b>FLETCHER OPERA THEATER</b> – seating capacity 600 Sunday-Wednesday: \$850 or 12% Thursday-Saturday: \$1,600 or 12%</p>
<p><b>KENNEDY THEATRE</b> – seating capacity 150 Monday-Sunday: \$400 per day</p>
<p><b>LICHTIN PLAZA</b> Monday-Sunday: \$1,000 per day</p>

### RENTAL RATES

All rental rates for public events are based on the greater of the above base rate (per performance) vs 12% of net ticket sales (gross ticket sales minus applicable taxes.)

### CONTRACT DEPOSIT

A minimum deposit of the total base rent will be due with signed contract. If deemed necessary by Management, estimated expenses will be due prior to the commencement of event. The contract must be executed by Client and accepted by Management. The deposit must be received before tickets are placed on sale and before any advertising or promotions begin. Non-compliance with this provision is cause for cancellation of the event.

### INSURANCE REQUIREMENTS

An insurance policy including Workers' Compensation and Employers Liability Insurance, Commercial General Liability, and Commercial Automobile Liability including liability for Owned, Non-Owned and Hired automobiles, will be required for all events. This policy is to be written by an A-rated insurance company licensed in North Carolina and be acceptable to the City of Raleigh's Risk Manager. Proof of insurance must be provided to Management with signed contract and deposit. Please refer to Article IV of the contract for a complete explanation of the liability and coverage required. The City of Raleigh shall be named as an additional insured in any required insurance policy.

## TAXES

7.25% Sales Tax will be charged to all admission charges. Sales and use tax will be charged on equipment rental where appropriate.

## NON-RESIDENT CLIENTS

Filing and/or payment of any other state or local returns and taxes, which may apply, are the responsibility of the client. State of North Carolina 4% withholding for non-resident personal services – NC income tax is required to be withheld by payers of non-wage compensation paid to non-residents for personal services rendered in this state. Refer to NC General Statutes 105-163.1 – 163.24.

## BOX OFFICE SERVICES

The Convention and Performing Arts Complex retains control over all ticket sales for public events contracted for under the above rate structure. Ticketmaster is a national computerized ticketing service and is the exclusive ticketing system for the Duke Energy Center for the Performing Arts. Duke Energy Center does not permit the consignment of tickets for any type of sales, which includes tickets pre-purchased by customer for resale, for any type of sales, which includes telemarketing, group sales, subscriptions, etc.

A facility fee of \$2 plus 7.25% sales tax (\$2.15), to be retained by City, will be added to the price of each ticket.

Please contact the Box Office Manager [robert.leavell@raleighnc.gov](mailto:robert.leavell@raleighnc.gov) 919.996.8701 to arrange ticketing for your event. The deposit must be paid with a fully executed contract prior to ticket set-up. A Box Office Set-up Sheet will be forwarded with the contract. Please complete and return this form to the Box Office Manager at least two weeks prior to the preferred on-sale date.

Clients are required to use the full Ticketmaster system, including scanners. There is a fee charged per ticket and per order for each sale purchased through the Ticketmaster website and phone centers. All printed materials should advertise the availability of these services.

The safety of our patrons is our number one priority. However, we understand that during these uncertain times there are many “what ifs”. We want our patrons to feel confident when purchasing tickets for a future performance at the Duke Energy Center for the Performing Arts. If ticket(s) are purchased for an upcoming Duke Energy Center performance\*, but the patron feels uncomfortable attending due to COVID-19 conditions, we will offer a refund in full.

Refund requested must be submitted to the box office within 2 weeks of the ticketed performance. The Ticket Assurance policy is only available for original ticket buyers through Duke Energy Center and ticketmaster.com. Tickets purchased via third-party resellers are not covered by this policy.

*\*This specific policy does not apply to performances and productions presented by our Resident Companies (North Carolina Theatre, Carolina Ballet, North Carolina Symphony, North Carolina Opera or PineCone). If a patron purchased tickets for one of these performances, they should contact the respective company for further information on their refund policy and other reseating or exchange options.*

## CHARGE CARDS

Visa, Mastercard, and American Express are accepted at the Duke Energy Center Box Office. Ticketmaster accepts Visa, Mastercard, Discover, Diner's Club, and American Express, both at phone centers and online. A fee of four percent (4%) of the total tickets purchased by credit card will be charged to the client.

## EVENTS PAID ADMISSION/REGISTRATION

A facility fee of \$2 plus 7.25% sales tax (\$2.15) per paid admission, to be retained by the City, will be charged to help maintain and preserve the beauty of the center.

## PRODUCTION PERSONNEL REQUIREMENTS

Required for all entertainment events and for specific sound, lighting, stage, audio-visual, and electrical needs. Billed in whole hours. The number of production personnel will be determined by the Production Supervisor based upon the event requirements. Please note a minimum of 3 stagehands will be required any time there is work on stage.

\*Overtime (time & one-half) is required for work performed daily between 12am and 8am, on holidays (please see holiday schedule listed on attached House Policy), and after 40 hours per week. Calls cannot be scheduled in overtime without Production Supervisor approval.

### MINIMUM CALLS

Move-in Call, Move-Out Call, Rehearsal Call, and Performance Call are all 4-hours each.

## FRONT OF HOUSE PERSONNEL REQUIREMENTS

Management will determine the number of Event Personnel required based on the potential attendance, specific requirements, and nature of the event. *If haze or fog machine is used Fire Watch Personnel will be required.*

## PERSONNEL RATES

PRODUCTION PERSONNEL RATES (4-hour minimum)	
Production Supervisor: Regular Time	\$47.25 per hour
Production Supervisor: Overtime and/or Premium Time of Day	\$71.00 per hour
Production Technician: Regular Time	\$24.75 per hour
Production Technician: Overtime and/or Premium Time of Day	\$37.25 per hour
EVENT PERSONNEL RATES (3-hour minimum)	
Front of House Manager	\$46.00 per hour
Box Office Supervisor	\$43.25 per hour
Box Office Cashier / Head Usher	\$15.50 per hour
Ushers / Ticket Takers	\$13.00 per hour
FIRE WATCH PERSONNEL (4-hour minimum)	
Regular Time	\$24.75 per hour
Overtime and/or Premium Time of Day	\$37.25 per hour

## RENTAL EQUIPMENT RATES

Equipment sections listed below with an asterisk \* will be charged 7.25% sales and use tax.

Sound daily rate applies for move-in days, rehearsal days and performance days. Basic system tie-in includes house speakers, control booth program, dressing room program & page, and listening assisted system. Monitors are available – please call ahead for monitor availability and pricing, as our monitor supply is shared between all venues and are rented out on a first come first served basis.

EQUIPMENT	RATE PER DAY	RATE PER WEEK	RATE PER ITEM
<b>RISERS*</b>			
4' x 8' x [24" h] [16" h] [8" h]	\$16.25 per section	\$65 per section	
<b>LIGHTING*</b>			
Memorial: FOH Rep Plot	\$150	\$600	
Meymandi and Fletcher: Rep Plot	\$350	\$1,400	
Kennedy: Rep Plot	\$75	\$300	

<b>FOLLOW SPOTLIGHTS</b> <i>Operator Charge is Additional.</i>			
Memorial and Fletcher only:			
Followspot 1200 watt	\$111.75	\$447	
Memorial and Meymandi only:			
Followspot 2500-3000 watt	\$350	\$1,400	
Followspot 1000 watt	\$60	\$240	
<b>SOUND *</b>			
Memorial Basic House	\$450	\$1,800	
Meymandi Basic House with Center Array PA	\$400	\$1,600	
Meymandi Center Array PA only	\$90	\$360	
Fletcher Basic House	\$350	\$1,400	
Kennedy Theatre	Call for a quote	Call for a quote	
<b>VIDEO *</b>			
PTZ Camera	\$150	\$600	
PTZ Camera Control Board	\$50	\$200	
PTZ Camera Archive Only	\$20	\$80	
Decimator HDMI/SDI Converter	\$15	\$60	

<b>INTERCOM HEADSET SYSTEM</b> <i>Basic Intercom System includes base station and 5 headsets.</i>			
Basic Intercom System	\$80	\$320	
Additional Headset	\$8.75	\$35	
Microphone Wired	\$32.75	\$131	
Microphone Wireless	\$80	\$320	
Playback (CD)	\$40.50	\$162	

<b>PIANOS*</b> <i>Piano tuning required at House Contractor Rate.</i>			
Steinway Concert Grand (9) <i>(Based on availability and subject to moving charge, contact Production Supervisor for a quote.)</i>	\$197	\$788	
Kurzwell Electric	\$158	\$632	
Steinway M Baby Grand	\$158	\$632	
Upright Piano	\$119	\$476	

<b>ELECTRICAL *</b>			
110V 20 amp with drop cord			\$95.50
110V 20 amp without drop cord			\$56.50
100 amp Distro Box [Backstage]			\$220.50
100 amp Distro Box [Outside]			\$314.50
200 amp Service Box [Lichtin Plaza] <i>(Requires 48-hour notice)</i>			\$392.25

<b>OTHER EQUIPMENT RATES *</b>			
Music Stands	\$4	\$16	
Forklift	\$197	-	
Chairs (Black Wire)	\$4	\$16	
Chairs (Banquet & Barstool)	\$6.50	\$26	
Chair (cocktail)	\$7.50	\$30	
Tables (6', 8', 60" round)	\$10	\$40	
Dressed Tables	\$16	\$64	
Easel	\$4	\$16	
Lectern	\$17.50	\$70	
Lectern with sound	\$79.50	\$318	
Acrylic Lectern	\$47	\$188	

Banner Affix ( <i>Location TBD by staff</i> )			\$17.50
Banner Affix ( <i>Outside Building</i> )			Negotiable
Face Masks			\$50/box

## AUDIO/VISUAL EQUIPMENT

The Duke Energy Center does not own Audio/Visual equipment. Please contact an AV company of your choice, or we can provide you with a list of local vendors.

## SECURITY

### SECURITY PERSONNEL

Security is required during move-in, rehearsals, shows, and move-out. The type of security and number of officers hired will be at the discretion of Management, which will be based upon the nature of the event and the number of projected event attendees. Magnetometers (metal detectors) are also required for all security screenings.

Door Guard/Event Security (4-hour minimum)	\$20.00 per hour
Raleigh Police Officer (3-hour minimum)	\$70.00 per hour
Metal Detector (4-hour minimum)	\$65 per hour per detector
Raleigh Memorial Auditorium	4 detectors required
Meymandi Concert Hall	3 detectors required
A.J. Fletcher Opera Theater	2 detectors required
Kennedy Theatre	Call for a quote

## CLEANING

A cleaning fee will be billed for each rehearsal and performance in all theatres.

	Performance	Rehearsal
Raleigh Memorial Auditorium	\$475	\$237.50
Meymandi Concert Hall	\$350	\$175
A.J. Fletcher Opera Theater	\$250	\$125
Kennedy Theatre	\$150	\$75
Lobby Space	\$162	\$162
Extraordinary Cleaning Charge	<i>To be determined by management given the condition of the center after use.</i>	

## ADVERTISING

All artwork and advertising must be pre-approved by the Duke Energy Center marketing staff prior to running. You can take advantage of our established media relationships and rates for a *fifteen percent (15%) commission* fee of your total marketing budget. We will provide recommendations for advertising buys based on your target demographic and budget. Please contact the Marketing Manager [sarah.mcalister@raleighnc.gov](mailto:sarah.mcalister@raleighnc.gov) 919.996.8719 for additional information.

### CENTER LOGO

The Duke Energy Center for the Performing Arts logo must be included in all print, electronic, and digital marketing. Please refer to the [Brand Guidelines](#) for link to download logos, as well as more detailed information and examples.

## RADIO ADVERTISING

Duke Energy Center for the Performing Arts should be mentioned a minimum of one time in a :30 spot, and two times in a :60 spot.

## TV ADVERTISING

In :30 spots, the name may be shortened to “Duke Energy Center”. In :60 spots the full name “Duke Energy Center for the Performing Arts” must be used. The Duke Energy Center for the Performing Arts logo must also be used in the end slate card.

## CATERING, CONCESSIONS, MERCHANDISE SALES

All food and beverage requirements, and merchandise sales, must be arranged through the exclusive food service contractor, Centerplate Catering- Samantha Amodio – 919.996.8682.

## HOUSE SEATS

Duke Energy Center shall retain the right to a minimum number of seats, per performance, to have and use without charge. Duke Energy Center also retains the right to a minimum number of available seats, per performance, for purchase up to 72 hours prior to curtain time. Number of tickets specified in chart below. Seat locations for these tickets are at the discretion of Management.

(Up to 72 hours prior to curtain)			
LOCATION	1-2 Performances	3-8 Performances	For Purchase
Memorial	22 per performance	60 total	10 per performance
Meymandi	16 per performance	40 total	10 per performance
Fletcher	8 per performance	24 total	10 per performance
Kennedy	6 per performance	18 total	6 per performance
(More than 8 performances – Negotiable)			

## INTERNET

Requires 48-hour notice in advance. Price is based on number of locations, where service is needed, and the type of service. Prices include service for up to one week. Events that are longer than one week will be charged by the week. Duke Energy Center will create a terms of use contract that must be signed by the client before they use either wired or wireless Internet service.

### WIRED INTERNET SERVICE \$197 per location

There is no set limit to the number of computers that can be connected to one location. The center will only provide one outlet with one patch cord at each location. The client may however provide their own network switch and patch cables to connect multiple computers at one location.

Duke Energy Center staff can provide a switch and patch cables for an additional fee of \$66.50 per location. Technical Supervisor will determine the amount of network wire that a client can add. Client wiring must be confined to a single room. No wire length > 50 feet. Wires must be securely taped to floor – (no tripping hazards, overhead wiring, or attaching to fixtures or walls). Wiring in areas accessible to the public must be done by Duke Energy Center staff only.

## WIRELESS INTERNET SERVICE

Different events have different wireless Internet needs. The most important question for event planners to answer is, **“How important is wireless Internet service for my attendees?”** Using the table below, please select a service level that is appropriate for your event.

	FREE WIRELESS INTERNET	STANDARD WIRELESS INTERNET	INDUSTRIAL WIRELESS INTERNET
<b>Importance</b>	<i>Internet service is nice to have, but not required for my event’s success.</i>	<i>Internet service is required for my event’s success but is not the central focus of my event.</i>	<i>My attendees are heavy Internet users. Internet service is required for my event’s success.</i>
<b>Price</b>	Free.	\$2 per day per attendee (Minimum of \$350 total order).	\$5 per day per attendee (Minimum of \$350 total order).
<b>Usage</b>	Light Internet surfing and checking email.	Moderate Internet surfing, checking email, and occasional streaming video.  Sufficient for <40% of attendees accessing the Internet concurrently.	Heavy Internet surfing, streaming video, and events with dedicated apps.  Sufficient for typical heavy web surfing at 90% concurrent use.
<b>Bandwidth</b>	Shared by all Duke Energy Center guests; no minimum bandwidth guarantee.	Dedicated bandwidth.	Dedicated high-capacity bandwidth.
<b>Extras</b>	None.	<ul style="list-style-type: none"> <li>• Password-protected custom SSID.</li> <li>• Redirect attendees to your webpage.</li> <li>• On-site connection support available 8am-5pm on business days.</li> <li>• After-hours phone support available.</li> </ul>	<ul style="list-style-type: none"> <li>• Password-protected custom SSID.</li> <li>• Redirect attendees to your webpage.</li> <li>• On-site connection support available 8am-5pm on business days.</li> <li>• After-hours phone support available.</li> </ul>

Pricing is based on the total number of people to whom you are providing the wireless password, not the number of concurrent Internet users. Please include all event staff, presenters, and exhibitors who will be using your dedicated wireless network in your total attendance numbers.

Total available bandwidth depends on event attendance. If you have specific bandwidth requirements, please contact the Duke Energy Center I.T. Department for a quote. We purchase bandwidth by the day from our ISP based on the expected attendance numbers and service levels you provide. Accurate attendance estimates help ensure that there is sufficient dedicated bandwidth available to make your attendees happy.

Standard and Industrial Internet services are provided on the 5 GHz wireless channels only. Customers who have older devices that can only access the 2.4 GHz channels may use the free wireless service on the “Legacy Devices” wireless network.

Providing high quality wireless service requires the cooperation of all guests and contractors. The following recommendations may alleviate any unnecessary interruptions of your wireless service.

- Access points, wireless routers, MiFis, hot spots, wireless microphones, radios, or other devices operating in the 2.4 GHz or 5 GHz WiFi channels may interfere with our wireless systems and prevent us from providing wireless service.
- Encourage attendees and exhibitors to turn off their phone hotspots, leave their MiFis at home, and use our free wireless service.

Wireless service is a “best-effort” service. The Duke Energy Center does not guarantee that all attendees will be able to successfully use the service. When the Internet is critical for event success, events are encouraged to use wired Internet connections wherever possible.