

the
LINCOLN
center



**Facility
Rules and Regulations**

Updated & Revised March 27, 2015

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1. Venue Contact Information:

Lincoln Center
417 West Magnolia
Fort Collins, Co. 80521
Phone: (970) 221-6733 / Fax: (970) 221-6373
LCtix.com

Event Booking:

Scheduling Supervisor	Robin Stitzel	(970) 221-6201 rstitzel@fcgov.com
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Event Services:

Events Coordinator	Edward Modec	(970) 416-2188 emodec@fcgov.com
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Interim Sales Manager:

Edward Modec	Same as above
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Box Office:

Box Office Coordinator	Mikala Thompson	(970) 221-6364 mithompson@fcgov.com
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Theatre Services:

Technical Production Director	Gina Cochran	(970) 221-2758 gcochran@fcgov.com
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Assistant Technical Coordinator	Gene Younkin	(970) 221-6397 gyounkin@fcgov.com
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Visual Arts:

Visual Arts Administrator	Ellen Martin	(970) 221-2789 emartin@fcgov.com
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Gallery Coordinator	Jeanne Shoaff	(970) 221-2737 shoaff@fcgov.com
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Public Relations & Marketing:

Public Relations Coordinator	Susan Herlihy	(970) 221-2752 sherlihy@fcgov.com
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Publicity Marketing Specialist	Victoria Bowen	(970) 221-2765 vbowen@fcgov.com
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Lincoln Center Administration:

Performing Arts Center Manager	Jack Rogers	(970) 416-2289 jrogers@fcgov.com
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The Lincoln Center Website

The Lincoln Center's website is straightforward, fast, easy to navigate, and loaded with useful information and resources. Visit lctix.com to find driving directions, facility specifications, downloadable graphics, images, maps, sample floor plans, forms, virtual tours, seating charts, and an event calendar with links to shows and artists websites.

2. General Facility information:

Building Hours

- Business, general public, and administration hours are 8:00am–5:00pm Monday–Friday.
- Theatre and Conference Service event hours are 8:00am–12:00am Monday–Sunday
- Box Office hours are 12:00pm–6:00pm Tuesday–Saturday and 1 hour prior to performance.
- Art Gallery hours are 10:00am–6pm Tuesday–Saturday and 12pm–6pm Saturday.
- Conference Service event space rentals can be scheduled before or after normal hours at the discretion of the Sales Manager or Events Coordinator.

Parking

Free public parking is available in the Lincoln Center's main lot which is located at the corner of Mulberry and Meldrum streets. In addition, there is free "on street" diagonal parking around the facility.

*** Please note that the "No Parking" signed lots east of the Lincoln Center, all red curbed areas and posted fire lanes on Lincoln Center property are designated as "No Parking Zones" and are strongly enforced. Further the Mulberry Pool lot has 2-hour restrictions in place from 8am-4pm, Monday-Friday. Any violators will be towed without further warning.**

Smoking

Smoking of any kind (including e-cigarettes) is not permitted in the Lincoln Center facility or on the Lincoln Center grounds, including all parking lots and alleyways. Lincoln Center has specifically designated three outdoor locations as "smoking" areas. We ask for your cooperation in preventing litter, inconvenience, health hazards for others and informing production personnel, performers, invited guests and others about this policy.

Americans with Disabilities Act

The Lincoln Center makes every effort to accommodate staff and patrons with disabilities and adhere to all requirements of the Americans with Disabilities Act (ADA). This facility was recently renovated with ADA in mind and is well-equipped with wheelchair ramps, automatic doorways, accessible restrooms, private "family" restrooms and assisted listening devices. If you have concerns about the efforts to serve people with disabilities, please contact the Administration Office at 970-221-6733.

Diversity Commitment

Lincoln Center is committed to treating all staff, clients, guests, performers, and suppliers with dignity and respect. The Lincoln Center goal is to create an environment free from any form of harassment, discrimination or violence.

3. Conference Services & Special Events:

Booking information

For Conference and Special Event bookings, availability, pricing and general facility questions, please contact the Lincoln Center's Sales Manager, Andre Bennington at (970) 221-6369.

Reservations

The Lincoln Center accepts booking requests 18 months in advance. All Conference rooms rent by the hour, with various minimums.

- Reservations open on the first business day of each month, 18 months in advance. (For example: clients may request any October 2014 date beginning on April 1, 2013) This applies to all conference/event spaces excluding Founder's Room.
- In-person requests are given priority over telephone requests.
- The Lincoln Center may implement a lottery system for highly requested months.

Conference & Event Spaces

Canyon West

- 87ft. x 58ft., 5082 square ft. (approx)
- 18ft Ceilings
- Capacity up to 450*

Columbine

- 65ft. x 40ft., 2623 square ft. (approx)
- 14ft Ceilings
- Capacity up to 250*

Terrace

- 88ft. x 39ft., 3384 square ft. (approx)
- Outdoor/Open Air
- Capacity up to 225*

Rooftop Deck

- 64ft. x 62ft., 3915 square ft. (approx.)
- Outdoor/Open Air & Indoor Lounge
- Capacity up to 250*

Founders Room

- 35ft. x 31ft., 1062 square ft. (approx.)
- 9ft Ceilings
- Capacity up to 100*

The Conference Services lobby and entryway can be included with the rental of any two or more of the above locations. Requests for use need to be made with the Events Coordinator and additional cleaning charges will be added to your contract if approved.

Magnolia Theatre

- Seats 226 patrons
- Lobby & Bar receptions (Cocktail only)

Art Gallery

- 44ft. x 32ft., 1408 square ft. (approx)
- Requests for renting the Art Gallery will be considered on a case by case basis

Performance Hall

- Seats 1180 patrons
- Lobby & Bar receptions (Cocktail only)
- Balcony receptions (Cocktail only)

*Please note that all capacities in the conference/event spaces vary based on set up & guest count.

Advance Payment/Deposits/Contracts:

The Lincoln Center requires full payment in advance for events. A Non-refundable/non-transferable advance deposit is required to hold any and all dates. Client must make full payment of contract balance and return fully signed Confirmation to the Lincoln Center **no later than 48 hours** after receiving the Confirmation. If, after paying the balance, the client adds additional rental time to a room(s), or additional rental items, including but not limited to in house linens, special order linens, tableware, or any order placed to outside vendors for the clients event, the client must pay for such additional items no later than 7 days prior to the client's first contracted date. The client may also be required to pay an advance incidentals deposit, which may be applied to any remaining contract balance after the event. The terms and conditions of the confirmation shall apply to any additional rooms/spaces added by the client after the confirmation has been signed but not listed on the original confirmation. Failure to comply with contracting deadlines will result in release of any and all held date(s) and forfeiture of any advance payments up to an amount equal to the amount of the room rent plus any additional hard expenses incurred by Lincoln Center as a direct result of the event, including but not limited to orders placed to outside vendors. In the event the incidentals deposit is exceeded prior to the event, Lincoln Center reserves the right to charge an additional advance deposit(s) of an amount deemed necessary by Lincoln Center to cover the event's anticipated future costs.

The Lincoln Center wants all clients to be completely informed and wants to ensure that their contract is understandable. Please read it carefully and entirely.

- Clients must book their rental based on the total number of hours needed for their event, including all set up, decoration, event, and clean up times.
- Contracts must include event type, guest count, all equipment requests, catering, bar service, security detail and any specific set up needs.
- Youth Oriented Parties who request bar service will need to purchase additional liability insurance through the Lincoln Center, limit the bar service to four hours, and require security guards.
- Events with catering and/or bar service may require liability insurance which can be provided through the City of Fort Collins, or the client's own insurance carrier.
- The confirmation of any event requires (1) a signed contract, (2) the total of all contracted fees, and (3) a \$1500.00 for any incidentals and/or damages
- Contracts may only have additional hours added; no hours may be subtracted from the original agreement. All requests for additional hours must be submitted in person or in a written request and will require a revised contract to be signed, and all additional charges paid at that time.
- The client must schedule a meeting to finalize all event related details (event type, equipment, catering, bar service and security, etc) at least one month (30 days) before the scheduled event date. At the discretion of the Lincoln Center changes may require a new contract be drawn and all additional charges to be paid for at that time.
- Clients will be charged a Set Change fee for any set-up change made after the contract is finalized or under a 2 week period before the event.
- The client will receive an invoice 5 – 7 business days after their event, detailing all payments, charges and credits. Any additional invoice payments will be due 14 (fourteen) days after the invoice date.

Facility Service Fee

Lincoln Center charges a facility service fee of \$25-100 for maintenance of contracted spaces. The facility service fee varies depending on event type, room used, and/or other factors and may exceed \$100 for certain events.

Merchandise Sales

The Lincoln Center charges a commission on all sales in the facility including but not limited to cds, dvds, orders for dvds or cds, clothing, memorabilia, merchandise, flowers, and/or any other

item. Lincoln Center must count in and inventory all merchandise prior to sale. Commission rates will be 25% for standard events and 15% for non-profit events.

Damage to the Facilities & Equipment

As the client who has contracted for the use of the facilities and equipment, you are responsible for any and all damage caused by your staff, contractors, exhibitors, or attendees. Any damage to the Lincoln Center property or facilities beyond ordinary wear and tear and will be billed to the client. Determination of the amount of such damage shall be within the sole jurisdiction and discretion of the Lincoln Center and payment for such damage shall be deducted from the security & incidentals deposit with any additional balance due within 14 (fourteen) days following the final invoice date. A pre and post walk through of your contracted areas can be scheduled with the Conference Services staff.

After Hours Charges

Clients will be charged for a **full hour** of room rental for any time period that the client, their guests, or vendors stay in any contracted spaces beyond the contracted room rental time and again, each additional hour that passes. In addition, event staff time will be charged at \$40/hour/staff member, if it is beyond midnight (12:00am).

Outdoor Venue & Inclement Weather Backup Space Policy

The Lincoln Center highly recommends that all clients renting an outdoor space also contract an indoor backup location at the time of contracting the outdoor space. The backup space will be charged at standard rates and fees and must be paid for in advance at the time of initial contracting. Lincoln Center cannot guarantee the availability of a back-up space in the event of inclement weather without the advance contracting of a back-up space. In the event that an event is moved to an available back-up space without prior advance contracting, standard rates and applicable charges will apply. The client will be fully responsible for all contracted charges regardless of inclement weather. No refunds will be issued for either the originally contracted outdoor space or back-up space in the event either isn't used.

- The Events Coordinator is authorized to strike any contracted equipment from the event space if necessary to avoid weather damage
- The client will not be allowed to move into any public areas of the facility to complete their event.
- If renting an indoor backup space, the client has a 4 hour grace period before their contracted rental time to choose which space to hold their event in. After the 4 hour grace period, any changes of location will incur a Set Change charge and is dependent upon operational feasibility. If the client is unavailable or chooses not to make a location decision, the Lincoln Center's Events Coordinator is authorized to make the decision on behalf of the client.
- All staking or fencing of the grounds must be pre-approved by the Performing Arts Center Manager, be completed by the City of Fort Collins Parks Department and will incur additional charges.
- Only approved tents, canopies and shade umbrellas will be allowed on the grounds and must be pre-approved by the Events Coordinator.
- All music or amplified sound beyond conversation level (60dB) must cease at 10:00pm.

Room Set-Up & Layout Deadlines

All room set-ups, layouts and major operational decisions must be made no later than 30 days prior to the client's first contracted date. The Lincoln Center may change this deadline to ensure the safe and successful execution of the client's event. The Lincoln Center reserves the right to cancel any event where operational decision deadlines are not met, and client will forfeit all previous payments up to an amount equal to the amount of the room rent plus any additional hard expenses incurred by Lincoln Center as a direct result of the event, including but not limited to orders placed to outside vendors. Client will be subject to Lincoln Center cancellation policy if Lincoln Center exercises its right to cancel.

Rehearsal Space Policy

The Lincoln Center makes best efforts to offer (but does not guarantee), one (1) hour of complimentary rehearsal time for Wedding Ceremonies and certain Special Events. The time and date of the rehearsal is at the sole discretion of the Lincoln Center and may be moved and/or cancelled with as little as 24 hours advance notice to client. The rehearsal must not require any equipment set-up or staff labor to qualify as complimentary. If the rehearsal requires equipment set-up and/or staff labor, time usage for the rehearsal will be billed at standard rates and hourly minimums.

Rescheduling

Client will remain liable for all Room Charges ("Room Rent") for rescheduling an event(s). The client's ability to reschedule a contracted event is at the sole discretion of Lincoln Center management and cannot be guaranteed. If a reschedule is permitted, it will be treated as a "Cancellation" of the existing event arrangements and subject to Cancellation policy terms. Previous payments, as described under "Cancellations" above, will not be credited to the rescheduled event, but will be retained by the City as payment for the reschedule. The client will be responsible for paying the standard rental rate(s)/fees and/or other applicable charges for the new rescheduled date. If the rescheduling expenses exceed the total of client's previous payments, the Lincoln Center shall invoice client for the difference, Client shall remain personally liable for cancellation expenses until paid in full.

Cancellations

Client will remain liable for all Room Charges ("Room Rent") for a cancellation(s). Cancellations must be submitted in writing via letter, fax or email and received by Lincoln Center no later than 48 hours prior to contracted date, and will result in forfeiture of previous payments up to an amount equal to the amount of the room rent plus any additional hard expenses incurred by Lincoln Center as a direct result of the event, including but not limited to orders placed to outside vendors. If the cancellation expenses exceed the total of client's previous payments, the Lincoln Center shall invoice client for the difference. Client shall remain liable for cancellation expenses until paid in full.

Defaults

Should the client default in the performance of any of the terms and conditions of the Agreement, the City of Fort Collins, at its option, may terminate this agreement and the client's use of the property. In the event of such termination, the client shall be liable for all costs and damages incurred by the City as a result of the default and, in addition, the full amount of deposits paid shall be retained by the City

Force Majeure

If, prior to the contracted use date(s) the facilities/equipment are destroyed or damaged by fire or other casualty or become unavailable or unusable because of a strike, public emergency, or other cause beyond the reasonable control of the Lincoln Center, then the Lincoln Center may elect to terminate this agreement and return client's deposit (if any), and the parties shall have no further obligation whatsoever hereunder.

4. Operational Information:

Catering

- All food service must be performed by a Lincoln Center Approved Caterer or the vendor of your choice may apply to become an Approved Caterer at the facility. Approval of vendors is solely at Lincoln Center's discretion. Please contact the Events Coordinator for a copy of the application & agreement. Examples of licensed and insured food service vendors subject to the approval process include, but are not limited to: stand-alone catering establishments, restaurants, and food trucks.
- Lincoln Center china service (table top only) is available to rent, see the Conference Service Rate Sheets for details. Self-service use of Lincoln Center's china by the client is not permitted. In the event the caterer is unable or unwilling to take responsibility for dish use the client may elect for outside staffing at an added cost or opt to provide a compostable/recyclable option.
- No plated catering service is allowed on the Terrace or Rooftop Deck.
- All drop-off style food service for events over 100 guests will require the caterer to provide staffing meeting the Lincoln Center's minimum requirements for the events entirety.
- Service Provider must provide all catering equipment: trays, chafing dishes, pitchers, coffee carafes, coffee condiments, salt and pepper shakers, etc.
- Non-alcoholic beverages may be provided by an outside caterer when not provided by Sapphire Events, LLC.
- No food or beverage is to be served on or with *disposable* service-ware. Only **reusable** or **compostable** service-ware will be allowed. Recyclable service-ware may be allowed with prior permission of the Events Coordinator. Absolutely no Styrofoam or wax coated products are allowed.
- Any recyclable or compostable service-ware option must be bussed and disposed of in the appropriate receptacles. The caterer is solely responsible for ensuring compliance on behalf of the client when choosing this type of service-ware.
- Kitchen availability for the Service Provider is limited to a span beginning 2 hours before the contracted event time begins, and ending 1 hour after the contracted event time ends.
- The kitchen should be clean upon arrival. If it is not, then the Service Provider must inform the Kitchen Supervisor or Event Concierge immediately.
- Service Provider may be required to share kitchen space and equipment with other caterers based on the demands of the facility.
- Service Provider is solely responsible for set up, bussing and returning all dishes to the dish station, all plates must be scraped and stacked according to size, all silverware sorted by utensil, and all glasses and cups emptied and placed face down in their appropriate racks.
- Lincoln Center requires that food sold and served at the facility is wholesome, free of contamination and spoilage; and in so, actively promotes compliance with state food safety laws and regulations through education and enforcement.
- At the end of the event, Service Provider must clean the kitchen, including but not limited to: 3 commercial ovens, 6 burner commercial range, microwave, commercial refrigerator, commercial coffee maker, counters, sinks, kitchen carts and floors.
- Service Provider is required to remove all left-over food and equipment from the venue at the conclusion of the event.
- Service Provider must check out with **both** the designated **Event Concierge** and **Kitchen Supervisor** at the end of their event, or before leaving the facility, in order to complete a

kitchen check out sheet. The Service Provider may be given a copy of the check out sheet for their records at that time if requested.

- Clients may not use the kitchen space or equipment, set or bus dishes, or self-service cater an event.
- If Service Provider fails to follow Lincoln Center policies, possible consequences include (1) additional fees being charged to Service Provider's client; (2) termination of Service Provider's Approved Caterer status; and (3) Service Provider being barred from future business at the Lincoln Center. If the Approved Caterer status is terminated, reinstatement is at the discretion of the Lincoln Center. The caterer may be required to reapply and to provide recent references.

Snacks

- Lincoln Center will allow clients to bring their own commercially pre-prepared and packaged snacks (cookies, candy, chips, etc) to events without hiring a caterer or incurring a Food Service Fee.
- A Cleaning Fee may be assessed, with the final amount being at the discretion of the Events Coordinator.

Hospitality Service

Ice water, coffee, decaffeinated coffee, tea, hot chocolate, hot apple cider and cookies are all available "in house". Please see the Conference Service Rates Sheets for details.

Bar Service (Sapphire Events, LLC)

- Clients are required to use Sapphire Events, LLC, the Lincoln Center's exclusive alcohol beverage provider for all alcohol services on Lincoln Center premises.
- Clients may not provide their own alcoholic beverages anywhere inside the Lincoln Center or on the facility grounds.
- Non-alcoholic beverages must be provided through Sapphire Events when bar service is requested.
- Events contracting bar service may also require liability insurance which can be provided through the City of Fort Collins, or the client's insurance policy.
- Bar service requests for events over 100 guests may require security guards at the Lincoln Center's discretion.
- Youth oriented events are restricted to a maximum four hours of bar service and require security guards.
- Clients requesting bar services are solely responsible for contacting Sapphire Events at (970) 221-2025 or sapphireeventsllc@gmail.com.
- For Theatre events, beverage service is provided 60 minutes prior to curtain time and during intermissions.
- Beverage service will not be provided in the following instances:
 - When advanced ticket sales indicate that attendance will be below 20% capacity
 - At weekday performances which take place prior to 4pm, except by special arrangement
 - At school sponsored events where the audience is anticipated to consist largely of families with young children.

Approved Vendors

- All Approved Vendors including, but not limited to, DJs, musicians, photographers, decorators, etc. must apply to be an Approved Vendor at least one month (30 days) prior to the client's contracted event in order to perform any service within the facility or on our grounds. Please contact the Events Coordinator for a copy of the application & agreement.
- Approved Vendors must meet their contractual obligations to their clients and respond within a reasonable amount of time to communications from clients, potential clients, and

the Lincoln Center. If the Lincoln Center receives complaints about an Approved Vendor's business practices, the Lincoln Center will attempt to contact the Approved Vendor for an explanation. If the issue cannot be resolved or the Approved Vendor's explanation of the situation is not satisfactory to the Lincoln Center in its sole discretion, the Lincoln Center may terminate the Approved Vendor's status as an Approved Vendor at the Lincoln Center.

- If Approved Vendors fail to follow Lincoln Center policies, possible consequences include (1) additional fees being charged to Approved Vendor's client; (2) termination of Approved Vendor's Approved Vendor status, and (3) Approved Vendor being barred from future business at the Lincoln Center. If Approved Vendor status is terminated, reinstatement is in the discretion of the Lincoln Center. The vendor may be required to reapply and to provide recent references.

Load-in and Strike

All public entrances are strictly limited to hand-carried items for the load-in or strike of event equipment or supplies including, but not limited to, decorations, sound equipment, flowers and catering. The use of dollies, flatbeds and mechanical equipment for Load in or Strike of an event are only allowed at our specified dock and loading areas.

Set Changes

Any time a room's set-up is changed during an event or, if a backup space must be set after a 4 hour grace period, a Set Change charge will apply. The Set Change charge will be based upon the labor hours needed to complete the change plus applicable equipment charges. Please consult the Events Coordinator regarding Set Change costs. Please note that the ability to operationally provide a set change is at the sole discretion of the Events Coordinator.

Equipment Rental

The Lincoln Center owns a variety of supplemental equipment that can be rented for Conference and Special Events use. Additional equipment not available in-house can be arranged by the Lincoln Center with any number of our Approved Vendors. See the Conference Services Rate Sheets for Lincoln Center equipment, and/or consult the Events Coordinator for any further needs. Prices are subject to change without notice.

Decorations, Signage and Banners

The Lincoln Center provides digital marquees; video displays boards and room signage within the public areas of the facility for all events. No client signs, easels, banners, decorations or similar materials will be allowed in the public areas of the facility without direct permission of the Events Coordinator.

- All decoration set up and clean up is the responsibility of the client or their contracted vendors.
- Use of glitter, rice, confetti, and bird seed in the facility or on the grounds is prohibited, and extraordinary housekeeping charges will be assessed if used.
- Only candles with an enclosed flame or simulated candles are permitted.
- All doors to mechanical rooms, operation rooms and offices must be kept clear at all times
- **No** decorations, signs, posters or displays may be taped, nailed, stapled, tacked, or otherwise affixed to any facility surface, facility equipment or art pieces.
- All fog and/or haze machine use outside of the Theatre spaces is prohibited by order of the Fire Marshall. Please contact the Events Coordinator with any questions.
- Adhesive-backed materials such as labels, name badges, decals and similar promotional items may not be used or distributed in the building without permission of the Events Coordinator.
- Helium balloons must be securely anchored and may not be sold or distributed in the buildings.

- Outdoor decorations must be confined to the rented space, and may be on the tables or freestanding. All other decorations in outdoor rented spaces are subject to the approval of the Events Coordinator.
- No flammable materials such as bunting, tissue paper, crepe paper, etc are permitted to be used for decorations without permission of the Events Coordinator.
- All materials used for decorative purposes must be treated with flame retardant approved by the Poudre Fire Authority.
- Open flame or fire is strictly prohibited unless approved by the Events Coordinator. Permitting cost and additional paperwork may apply and require at least 30 day's notice. The Fire Marshall ultimately reserves the right to approve or deny these requests.

*Damage or expenses resulting from practices contrary to these policies will be charged to the client.

Public Areas

The lobbies, general grounds and parking lots are considered public areas and, generally, not under client control. As such, the following guidelines apply

- All requests to utilize public areas for registration, special exhibits or displays, etc., require approval one month (30 days) in advance of the contracted event date from the Events Coordinator.
- Activities must take into consideration the requirements of other tenants and staff utilizing the facility.

Internet connectivity

The Lincoln Center offers free Wi-Fi throughout the facility.

Housekeeping Services

Cleaning is provided in all public areas of the facility, rental spaces, aisles and lobbies once a day. Theatre houses are cleaned after each performance and before every load in, backstage production offices and dressing room spaces are cleaned between each rental. If more frequent or extensive cleaning is desired, please consult the Scheduling Supervisor about additional Custodial services and rates.

Sustainability Program

Lincoln Center is committed to the City of Fort Collins "Green it, Mean It" campaign. We provide single stream recycling receptacles throughout the entire facility, we can recycle used batteries and fluorescent light bulbs at request and bulk recycling areas can be provided within any rental space. We offer the composting of both organic waste and compostable material (flatware, cups, and napkins) to help reduce solid waste from our facility. All in-house hospitality service is either reusable or compostable and bought in bulk from local businesses. The Lincoln Center requires all clients and vendors to participate in our sustainability program as it has proven its effectiveness at reducing environmental costs.

Rubbish Removal

The client is responsible for removal of all rubbish generated from the client's contracted event. Any rubbish remaining in the facility will be disposed of at a substantial charge to the client including, but is not limited to, crates, brochures, boxes, decorations and other event materials.

Delivery, Storage and Return Shipping

All event, show and exhibitor signage should be delivered only during the designated load-in period before an event. Early and/or late deliveries will be refused at Lincoln Center discretion. The Lincoln Center does not pack, store or return-ship signage, banners or equipment and does not guarantee the return or the condition of any such materials left on our premises after an event has loaded out.

Photography

All photography of artwork at Lincoln Center is prohibited except for educational purposes and must not utilize a flash or any additional lighting. Lincoln Center retains the right to take photographs or video of events for its own records and for publicity purposes. The Lincoln Center will follow the dictates of the promoter with respect of allowing cameras and video equipment into the performance spaces.

5. Safety & Security:

Security has always been a high priority for The Lincoln Center. Security staff is contracted and supervised by the Lincoln Center. All staffing fees are the responsibility of the client.

- The Lincoln Center does not allow clients to contract or provide their own security.
- The Lincoln Center determines security requirements based on event or performance type, number of guests and their potential security needs. The Lincoln Center reserves the right to require or waive security for any performance or event.
- The City of Fort Collins does not assume any responsibility for lost or stolen articles, damage to the client's property, or injury to persons using the Lincoln Center, and the client hereby waives any claims against the City in relation to any such damage or injury.
- The client agrees to indemnify and hold harmless the City, its officers, representatives, employees, agents and assigns against all claims, causes of action, damages, liability, injury, loss or costs, including reasonable attorneys' fees, of every kind and nature whatsoever, directly or proximately resulting from or caused by any act or omission of the client or any of its officers, agents, employees, representatives, assigns, quests, patrons, or invitees or by their use or occupation of the Lincoln Center.
- The City reserves the right to eject, or cause to be ejected from the premises, any objectionable person or persons; and neither the City, nor any of its officers, agents or employees shall be liable to the client for any loss or damages that may be sustained through the exercising of such right.

Fire Safety Requirements

All fire extinguisher cabinets, fire alarm pull stations and emergency exits (including those inside an event or exhibit space) must be visible and accessible at all times. All main and cross aisles, corridors, stairways and other exits must be maintained at their required width during event hours. All aisles must be at least 44" and free of chairs, tables and other miscellaneous equipment. Materials used in the construction of sets and displays must be fire retardant and/or resistant and are subject to approval.

Powered Vehicles and Large Equipment

Clients must get approval from the Performing Arts Facility Manager at least 30 days in advance for either their use or display of powered vehicles in the facility or on the grounds. These include but are not limited to automobiles, boats, recreation vehicles, lawn mowers and other powered equipment.

Lost and Found

All lost and found articles are catalogued and stored for 30 days. After that time period, all articles are disposed of at the sole discretion of the Lincoln Center. Any inquires regarding lost and found items should be directed to the Concierge Desk Monday through Friday 8:00am-5:00pm or to the Event Coordinator.

Emergency Situations

In the event of a serious emergency (Fire, Police, Medical), immediately notify Lincoln Center staff and/or call **911**. The operator answering your call will follow up with the appropriate emergency services agency.

Evacuation

If for any reason evacuation of the facility becomes necessary, please exit quickly but calmly following the directions of the Lincoln Center staff in your area. If possible, take staff and attendees lists and proceed as directed by Lincoln Center staff.

6. Ticketing Policies:

Customers who hold ticketed events in the Conference Rooms or events at another site may choose to have the Lincoln Center Box Office sell the tickets.

Essential Requirements

Before tickets can be advertised as being on sale, and before they can be sold, the following requirements must be met:

- If the event is being held at Lincoln Center a contract must be finalized and submitted to the Lincoln Center and deposits paid.
- The Front of House questionnaire must be fully completed and returned.
- Customer needs to provide a W9 to the Lincoln Center.
- Please provide a list of designated representatives who are allowed access to revenue reports, sales updates, patron lists, and authorization of complimentary tickets. (Promotional tickets can be distributed through the Lincoln Center if authorized by Presenter.) If seats are needed to be held for technical, production, or promotional needs, they must be requested through the Box Office Manager before sales begin.
- Advance payment or deposits may be required of organizations hosting events offsite.
- The tickets will be available for sale seven days (7) after all information is submitted
- Individual events will go on sale for as much as two months prior, but not less than three weeks.

Fees

Conference Room Ticketed Events

- A fee of \$.50 - per "ticket" will be assessed, regardless of whether an actual hard ticket is printed or not, including complimentary tickets.
- Box Office staff will be provided for door sales by request only, at a rate of \$20/hour/person
- Ushers will be provided for event by request only, as available.
 - Pre-paid tickets held at will call and tickets for outside sales must be picked up by the organization.
 - The Box Office will issue a report with the list of patrons who have purchased tickets (a "seating book").
 - Tickets printed for door sales can be either the balance of capacity OR an estimated number of tickets needed for door sales.

Allotment Ticket Sales

- Allotment assignments of tickets for other outlets will be approved by Lincoln Center GM and coordinated by the Lincoln Center Box Office Manager.
- Under no circumstances will more than 50% of the capacity of an event occurring at Lincoln Center be signed out for sales by other outlets.
- Allotment tickets will be printed at a "zero" dollar value.
- Funds from outside sales do not have to be deposited through Lincoln Center, and are the sole responsibility of the Presenter.
- Replacing lost or stolen tickets from allotments cannot be guaranteed.
- Delivery or return of allotment or promotional tickets is the responsibility of the Presenter.

Unpaid Reservations

Tickets are generally not held without full payment.

Exceptions are:

1. Group sales coordinated through the Box Office Coordinator.
2. Blocks of tickets requested by Presenter for special sales, fan clubs or promotions.
3. Accessible seating requests

Reservations must be paid in full by the date set by Box Office Coordinator. After that date, unpaid seats will be released for sale.

Reports

- All sales updates and reports can only be issued to the Presenter listed on the license agreement and/or their specific designated representative(s).
- Periodic sales updates may be issued to the event Presenter or their designated representative(s) upon request through the Box Office Coordinator only. These are available once a week after the event goes on sale, and once daily within two weeks of the event.
- A preliminary sales report may be issued the day of the event if it has been requested in advance. This report will include estimated income and expenses, ticket income for Lincoln Center's sales only, pending verification of the deposits through the final day of sales.
- The final report will be mailed to the Presenter along with any coupons, vouchers, lists and related event items.
- The settlement report for the event will be provided through the Lincoln Center Scheduling Supervisor. This report will show all revenue and expenses.
- Any additional or custom reports will incur charges based on the complexity of the report.

Refunds

- If an event is cancelled, refunds for tickets sold by the Lincoln Center Box Office will be issued through the Lincoln Center.
- All costs for refunds beyond the ticket value will be billed to the Presenter of the event.
- Any other requests for refunds will be referred to the Presenter, and no refunds will be issued by Lincoln Center after the event.
- Refund cost for the Conference Rooms is \$50.00 plus \$.50 per ticket issued. Other administrative fees may apply.
- If no tickets have been sold for an event the per-performance cancellation fee will apply.

Order Forms

If using an order form to be processed through Lincoln Center the address information is:

Lincoln Center Box Office
417 W. Magnolia Street
Fort Collins, CO 80521
970-221-6730 phone
970-416-2725 fax

All forms should request the following patron information

- First and last name
- Mailing address, including house number or PO Box, Unit or Apt number, City, State & Zip Code
- Day & evening phone numbers
- E-mail address
- Seating options (if applicable)
- Pricing
- Event dates
- \$5 per order fee
- Donation options (optional)
- Grand total

Payment options

There is a \$5.00 order fee for all season orders and all mail/phone/fax orders – this should be a separate line above the “Grand Total” line.

- Credit cards accepted at Lincoln Center: MasterCard/Visa/Discover – the 16-digit card number, expiration date and 3-digit security code are required.
- Personal or business checks should be made payable to Lincoln Center.
- Tickets will be mailed to patrons if events are more than one week away or held at Will Call if events occur in one week or less.
- Order forms will be retained by Lincoln Center and given to the Presenter after the event.

7. Marketing for Events Ticketed Through Lincoln Center:

The Lincoln Center wants your event to be a success! We offer a variety of services and resources to help you promote your event. Some of these are included at no charge with your facility rental. The following marketing services are provided free of charge:

CALENDAR OF EVENTS LISTING

Your event will be listed on the Lincoln Center's website calendar.

EVENT DESCRIPTION PAGE

Your event will have its own description page on the Lincoln Center's website. You will need to provide the content.

We will need an event description two to three paragraphs in length. Please be clear and concise and include event title, dates, times, locations and ticket prices. The Lincoln Center reserves the right to edit content for clarity and grammar.

We also will need a photo 468 pixels wide X 306 pixels tall. A resolution of 300 dpi or higher is best. Please note that the quality of the image is very important! Clear, eye-catching photos drive patrons to "click through" and purchase tickets.

Other marketing opportunities may be available. Call 970-221-6733 for more information.

Playbill advertising rates also are available at the number listed above.

In addition to the Lincoln Center website, you may also want to publicize your event information on www.artbeatfc.com

Circumstances and operations not covered in this Promoter Guide will be subject to interpretation, stipulations and decisions deemed necessary and appropriate by Lincoln Center.

Questions should be directed to:

**Lincoln Center Administration
417 West Magnolia Street
Fort Collins CO, 80521
Phone (970) 221-6733
Fax (970) 221-6373**