



Appalachian Theatre Performance Facility Policies & Procedures



For the Appalachian
Theatre Auditorium,
Community Room and
Lobbies



Venue: 559 West King St
Mailing: PO Box 11 DTS
Boone, NC 28607
828.865.3000
www.apptheatre.org

Updated 11.12.21

Welcome to the Appalachian Theatre

The independent nonprofit Appalachian Theatre of the High Country (ATHC) operates the historic Appalachian Theatre, located in the heart of downtown Boone, North Carolina. After undergoing an extensive \$10 million renovation, the Appalachian Theatre reopened to the public October 14, 2019 as a new state of the art performing arts center serving residents of and visitors to the High Country.

Due to the density of The Appalachian Theatre schedule, available dates can be hard to come by so early planning is recommended. Events are typically reserved 6-12 months in advance. We will make every effort to accommodate your organization's request.

Please read the enclosed information carefully for an overview of some of our policies, operations, capabilities and limitations which are subject to change. All users are responsible for abiding by venue policy.

The objectives of these policies are threefold:

1. To work with event planners to execute the best quality event
2. To insure patrons have a safe and enjoyable experience
3. To be good stewards of our people, performance equipment and facilities

Quality events flow from good planning and communication so please review the information and don't hesitate to ask if you have any questions. We look forward to working with you!

~ The Appalachian Theatre Staff

Contacts

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Hours of Operation

Administrative Offices for all performance facilities are open from 10:00 am to 5:00 pm Tuesday through Friday.

Venue Capacity: This may vary due to pandemic related state and local governmental restrictions.

Appalachian Theatre.....	629
Community Room.....	113
Theatre Lobby.....	100 standing

Capacity limits set by the Fire Marshall cannot be exceeded.

IMPORTANT: The above capacity numbers are not guaranteed to any user group. Due to the global pandemic, the local and state officials have reduced the above capacity limits. The capacity numbers continue to change so user groups need to be flexible. All venue users agree to comply with these capacity limits which are subject to change at any time, without notice.

Standing Room is not permitted in the performance facilities and extra chairs should not be placed anywhere in the house nor should more tickets be sold than the facility can accommodate.

The Facility Reservation Process

For the theatre, an eight week advance reservation notice is required, however 6-12 months is recommended. Returning renters submit date requests in January-February for the September-August season. The theatre sets the schedule in March and books inhouse events through May. The calendar is opened up for new users in June.

Reservation requests will be evaluated using the following priority levels:

1. Appalachian Theatre inhouse events
2. Major venue user groups ← *request next season dates by end of January*
3. Returning venue user groups ← *request next season dates by end of February*
4. All other requests ← *request next season dates beginning in June*

The following procedures should be followed to reserve space in The Appalachian Theatre:

1. Visit the Appalachian Theatre website to review the fees, policies and technical specifications of the performance facilities. To request a date, complete the Facilities Request Form. That form will forward to the Executive Director. Please note that filling out a request form does not reserve a space. It must be confirmed by the Executive Director.
2. Applicants will receive an email notifying them of the status of their request – approved, denied, or more information is needed.
3. Once approved, applicants wishing to hold a date will forward a non-refundable deposit of \$150 per rental day. The deposit will be applied to the final bill.
4. The Appalachian Theatre staff will contact applicants to review technical needs and fees and will then generate a rental agreement that will outline details of the services to be provided estimated rental and technical fees. Technical staff may require a production meeting to discuss needs.
5. Applicant will be emailed a confirming email with an attached contract and link to the facilities policies. Applicant should print out and sign 2 contracts. Mail the contracts, with the required deposit, to the Executive Director at The Appalachian Theatre by the due date on the agreement. One fully executed contract will be returned for your records. Mail these to the PO Box not the street address.
6. Upon receiving the completed paperwork outlined above and payment, the event is entered into a master calendar and officially booked. The applicant must have their event approved, contracted and deposit(s) paid before any advertisement.
7. One month prior to the first scheduled use day, a certificate of insurance for \$1,000,000 General Liability insurance listing Appalachian Theatre as Additional Insured is due to the theatre's Business Office.
8. All deposits must be paid prior to the event day in the theatre as per the contract or risk cancellation.
9. Within 15 days of completion of event, Appalachian Theatre will submit a reconciliation of the event which will either invoice renters for balance of rental and technical fees plus any additional charges or refunds as determined by the Executive Director or show what refunds are due. All fees are due and payable to Appalachian Theatre within 30 days of event.

Event scheduling policies:

1. The schedule for advance payment of all estimated expenses is detailed in the event contract. Failure to meet deposit payment or insurance due dates can result in event cancellation.
2. The Appalachian Theatre management reserves the right to deny any request. Requests for venue dates will not be accepted from an entity not in good standing or anyone under the age of 21.
3. The facilities are not rented when the venue is closed for management designated holidays.
4. Until the Appalachian Theatre has received the renter's signed rental agreement and scheduled deposits, a second party can challenge the renter's holds on dates in a venue. The renter will be notified in writing and will then have four business days from receipt of the notification to return the signed rental agreement and deposit.



Event Planning Checklist

- Fill out Appalachian Theatre space request form, including sponsor/producer, profit/not-for profit status, type of event, load-in date/time, load-out date/time, rehearsals and performance dates and times.
- Received Event Confirmation email
- Meet with Executive Director to discuss:
 - Rental contract and theatre policies
 - Box Office needs (staff, disabled seating, discounts, ticket pricing)
 - Front-of-House staffing needs
 - Catering arrangements
- Meet with Technical Director to discuss:
 - Load-in and Load-out times
 - Sound, lighting and projection requirements
 - Technical staffing needs
 - Renter Technical Representative requirements
- Sign Contract and return to Executive Director. Include deposit check made payable to Appalachian Theatre. This will reserve your dates at The Appalachian Theatre.
- Deliver Certificate for \$1,000,000 liability insurance to the Business Office naming listing Appalachian Theatre as Additional Insured 30 days before first rental day.
- If employing contractors, submit a valid business license and proof of insurance in the form of a certificate of insurance to the Business Office 30 days before first rental day.
- Meet with Patron Services Manager and Executive Director to setup event ticketing 3 months prior to event.
- Notify Executive Director in advance of plans to serve food or sell merchandise. Requests for catering approval and alcohol service are made at this time.
- Send Artist riders and lighting plot to Technical Director at least 30 days prior to your event.
- Confirm usher staff, rehearsal and show times with Executive Director 14 days out.
- Confirm production crew calls with Technical Director 14 days prior to your event.
- Send balance of payments for all rental fees and estimated expenses 14 days prior to your event.

NOTES:



Facility Access and Event Scheduling

The Appalachian Theatre is busy with ongoing throughout the year. The lobbies and backstage spaces may be shared with other events. Frequently, there are many events happening simultaneously in a building, so advance notice of your event needs will help us insure the successful management of your event.

Facility Availability to Renter During Contract Period:

1. The renter will have access to the venue only during the scheduled times in the approved request form or Rental Agreement, and for on-site planning meetings with The Appalachian Theatre staff. Requests to change that time need to be made in advance to the Executive Director.
2. Access to the performance spaces for performance and rehearsal are via stage doors at the loading dock in back of Theatre (accessible via Howard Street). The Appalachian Theatre lobby doors are locked daily at 5 p.m. and are opened one hour prior to performance events.
3. Events held in the Appalachian Theatre should not disrupt other theatre business.
4. Delivery and pickup of event related equipment, set, props, and/or costumes should be scheduled during the rental period with strike and load-out occurring after the performance. Any property left after a period of 48 hours will be considered abandoned and will become property of the Appalachian Theatre to be disposed of or utilized at the theatre's discretion.
5. The storage closets are for sole use of The Appalachian Theatre. The Appalachian Theatre cannot provide tools, construction materials, scenery, props, costumes, or storage.

Facility Availability to Others During Contract Period:

Some renter events skip days or only use a portion of a day. During the intervals during which a venue is not contracted by the renter, The Appalachian Theatre may schedule the venue for another use; the cost to restore the venue to base condition will be the responsibility of the producer of the added event.

For your rental period, The Appalachian Theatre needs to set an event day schedule:

The Event Schedule Worksheet	Activity	Time	Notes/Other Activity/Deliveries
	Load-in of renter's equipment into the building		
	Setup of equipment, focus lights, run sound		
	Artist/Performer arrival Promoter/Renter representative arrival		
	Deliveries - Caterer/Florist/Programs		
	Runthrough/Rehearsal		
	Soundcheck		
	Doors Open to Public (30 minutes before curtain)		
	Showtime		
	Intermission (usually 15 minutes)		
	2 nd Set		
	Strike & Load-out of renter's equipment		
	Caterer/Florist cleanup		
	Venue is closed		



Billing - Base Rent & Staff Charges

Base rent covers a portion of the cost of using and maintaining the equipment, facility and applies during your physical presence in the building. The rental charges start with the loading in of costumes, props or equipment and ends with the load-out.

Before you arrive and load-in your equipment, the theatre staff will need to adjust sound, staging, curtains and lighting in preparation for your event. Renters are not charged base rent during this advance preparation however, those staff charges will apply. Since the Appalachian Theatre has limited space, all renter property must be removed by the renter at the conclusion of the lease.

Renters are financially responsible for all services provided on their behalf. Estimates can be provided based upon the information provided by the renter. A final bill will be prepared reflecting the actual goods and services provided. Additional services or spaces used that are not part of the original agreement shall be billed accordingly on the final invoice.

Labor rates apply whenever the stagehands or house staff perform services necessary for the event. Crew size, call times and duties assigned are determined by the Technical Director and theatre management. Only approved personnel can operate The Appalachian Theatre equipment.

Base Rental Rate includes: Use of the designated rental space(s) which may include restrooms, dressing rooms, backstage, lobby and backstage areas during the contracted rental period for approved activities, available stage lighting and installed house PA, chairs, tables, available volunteer ushers, and general custodial. Equipment and spaces need to be requested before the event can be contracted.

Additional fees will apply for: Labor, piano, pit, wireless mics & stage supplies (gels, tape, tie-line, batteries), storage of equipment outside contracted rental period and security, nonstandard box office and custodial and COVID related supplies/services as determined by Management. Equipment inventory is subject to change. Renters are responsible for paying for renting equipment that The Appalachian Theatre cannot provide.

“Performance” and “Rehearsal” Rates: A “Performance” rental rate applies to any event with an audience and allows for one attended event. A “Rehearsal” rental discount applies to any other use for the renter’s event, including but not limited to: deliveries; loading; installation, configuration, programming or cueing of any equipment; rehearsals; and strike and load out. If a venue is rented at the “Rehearsal” rate, only authorized personnel for the renter and The Appalachian Theatre will be permitted in the venue and its support spaces. If an audience of any kind is expected, the Performance rental rate applies; this includes open dress rehearsals.

“Non-profit” and “Institutional” Rates: Discounted rates for authorized charitable organizations are provided with valid proof of 501(c)3 tax status from the federal government. Charitable organizations with a 501(c)3 status and an annual budget under \$5 million may request the discounted “Non-profit” rate. Charitable organizations with a 501(c)3 status and an annual budget over \$5 million may request the discounted “Institutional” rate.

Important requirements: A deposit and signed contract are required to hold rental dates. Not-for-Profits must provide valid proof of current 501(c)3 tax exempt status and have an operating budget that does not exceed \$5,000,000. Institutional rates apply for organizations with budgets in excel of \$5,000,000 that are educational or governmental in nature. Estimated costs must be paid in advance of the event. Please note: Failure to pay will result in event cancellation. When your event is completed, a final bill will be prepared reflecting your actual expenses. Final payment is due within 30 days of receipt of this bill. In the case of overpayment, a refund check will be issued. Check the [Schedule of Rental Fees](#) for a listing of specific charges for labor, services and equipment use. Mail documents to the PO Box 11 DTS, Boone , NC 28607 not the street address.

THEATRE RENTAL RATES:	COMMERCIAL RATE	INSTITUTIONAL RATE	NON-PROFIT RATE	RESTRICTIONS	DAY=9AM-MIDNIGHT
Performance Base Rent:	\$750	\$675	\$600	1 day, ONE ATTENDED EVENT	
Rehearsal Base Rent:	\$500	\$450	\$400	1 day, NO AUDIENCE/attendees	
Added 2 nd Theatre Show:	\$400	\$350	\$500	2 nd Attended Event, 2 shows/day max	



Liability, Damages and Cleaning

The renter assumes full responsibility for the character, acts and conduct of all persons acting in its behalf. Appalachian Theatre is not responsible for any losses or injuries suffered by any person as a result of facility reservation and/or activities of the reserving organization.

1. A certificate of insurance showing that there is in effect throughout the lease term, general liability insurance with a combined single limit of \$1,000,000 naming Appalachian Theatre as Additional Insured is due 30 days before the first event date. This is to protect theatre persons and property as well as your artists, patrons and property during the rental. Renter assumes all costs of licensing and permits necessary to use copyrighted music, video, or images.
2. Certificate of Insurance and valid business license is required for subcontractors operating The Appalachian Theatre equipment.
3. The renter is financially responsible for all damage caused in connection with the rental event. Payment for those damages may be through an insurance claim or by billing the renter directly. A damage deposit may be required prior to the agreement of the lease.
4. Additional cleaning expenses incurred as a result of your event will be reflected as part of the final bill. Any expenses will be deducted from your cleaning and damage deposit. There will be a COVID related cleaning and supply surcharge during the pandemic.
5. The renter is responsible for remitting any applicable NC Sales tax for ticket or merchandise sales.
6. Renters are responsible for securing the necessary rights, permissions and licenses related to any audio or video recording and any associated costs.

Safety and Security Policy

The following policies are essential for ensuring the safety of our crew and your artists and patrons.

1. Any activity that blocks or obstructs access aisles or any doorway (in the theatre, lobby or backstage) violates fire laws, place patrons at risk and is not permitted.
2. All cables in public areas must be taped down with approved gaffers tape to minimize any trip hazard.
3. If a "highly mobile" audience is expected (i.e. families with children, award ceremonies, ...), a house light level of at least 20% light is highly recommended
4. Persons under the influence of alcohol or drugs will not be allowed on the premises.
5. No candles, open flame, flashpots, hazers, foggers or pyrotechnics may be used anywhere in these facilities. Use of theatrical foggers, hazers and smoke machines must be approved in advance by the TD.
6. The Appalachian Theatre retains the right to cause the interruption or termination of any performance in the interests of public safety or due to violation of the terms of the agreement.
7. Renters should comply with all safety standards (i.e. OSHA) and insure that attendees abide by generally accepted safety practices to reduce injury or harm to persons or Appalachian Theatre property.
8. No animals except for service animals are permitted inside the facilities.
9. No weapons, firearms, tobacco, vaping, or smoking are permitted anywhere inside the facility.
10. No loitering on the fire escapes. They are for emergency egress only.
11. No outside doors are to be propped open at any time.

Regarding Animals:

Only trained service animals are permitted on site and only with the advance approval of management. Emotional support animals or pets are not deemed service animals by the American for Disabilities Act and are not allowed in the venue.

Global Pandemic Protocols

The Appalachian Theatre of the High has adopted procedures to comply with all governmental regulations and follow the guidance of the CDC and NCDHHS health officials and industry best practices while the COVID-19 pandemic is still a concern. Renters are responsible for knowing and insuring compliance with these policies.

These policies are subject to change. The most current policy will be on the website under Venue Policies.

Our Safety Commitment: Covid-19 Protocols

as of September 1, 2021



As the Appalachian Theatre reopens, your safety and peace of mind are our top priority.

From enhanced fresh air and filtration to touchless ticketing, the Appalachian Theatre is dedicated to implementing measures that cultivate a safe environment for our guests, artists, staff and volunteers.

These policies are subject to change and some visiting artists may require more stringent protocols. We thank you for your patience and cooperation as we all adjust to this new normal for indoor events.



PRIOR TO ENTERING THE THEATRE, ALL GUESTS ARE REQUIRED TO SHOW PROOF OF A COVID-19 VACCINATION -OR- NEGATIVE COVID-19 TEST

Proof of vaccination is via a vaccine card or photo of vaccine card that shows a final vaccine at least 14 days prior to event. Proof of a negative COVID test is via a printed report of a PCR or Antigen COVID-19 test from a healthcare provider within 72 hours of the event. Any proof must show your full name and be presented with a matching ID. This policy also applies to theatre staff, volunteers and artists.



FACE COVERINGS

All guests, artists, staff and volunteers are required to wear face coverings over the mouth and nose at all times regardless of vaccination status. The only exception is when consuming food and drink in your seat or for artists while performing.



IMPROVED VENTILATION

Our new facility-wide Bipolar Ionization system can kill up to 99.9% of viruses on every air cycle in our HVAC system. Upgraded MERV filters scrub the air and increased outside air venting controls allow the indoor air to be refreshed.



REDUCED CONTACT

All tickets will be Print At Home or mobile tickets for the immediate future, and can be presented to the usher on your mobile device. There will be limited concessions and shows without intermission to reduce contact opportunities.



CLEANING & SANITIZING

The building is thoroughly cleaned after each event. Hand sanitizer is provided throughout the building.



BUY WITH CONFIDENCE

Tickets are refunded for events that are rescheduled, cancelled or if you are feeling unwell the day of the show.

Food, Beverages, and Catering

Prior approval from the Appalachian Theatre must be secured before outside food service vendor is engaged.

General Policies:

1. Appalachian Theatre reserves the right to provide, sell and retain all receipts for food and beverage sales.
2. The serving of ANY food or drink must be approved in advance by The Appalachian Theatre Staff.
3. The serving, sale or use of alcoholic beverages is prohibited without advance permission. If approved, the Appalachian Theatre must provide bar services which is limited to beer and wine.
4. Red based beverages or foods, or brown sauces are not permitted. Powdered doughnuts are not permitted.
5. Novelty food machines are prohibited (ex: Snow Cone Machine, Fountains)
6. Any damages or additional cleaning resulting from food and beverages will be the financial responsibilities of the renter.
7. Doors, fire escapes and hallways are for emergency egress and cannot be blocked or obstructed in anyway.
8. With advance notice, tables will be provided for catering service.

Tape, Signs and Decor

1. The use of any tape or fixative on the walls, furniture or fixtures is prohibited as it damages the paint and surfaces.
2. To display posters or signs, please request easels on the request form.
3. Lobby artwork and displays cannot be moved, covered or altered. Furniture cannot be moved.
4. Glitter, confetti, spray-on makeup, body paint and glitter paper may not be used anywhere in the performance facilities. If these items are used, extensive cleaning fees will apply.

Camera Crews/Video and Audio Recording

The Technical Director must be notified in advance of any equipment placed in the theatre, such as video or sound equipment, as this may necessitate the roping off of seating. Equipment must be safely setup in an approved position before the house opens for seating no less than 1 hour prior to showtime.

For live broadcast events, please make sure your schedule includes sufficient time for rehearsal and for the camera crew in the facility. Lighting adjustments may be necessary as lighting for camera can be different than lighting for an audience.

Planning Your Event

A working script is an important tool for ensuring your production goes as planned. Write down the program order of your production. Note who will be on-stage and their activities, crew needs and equipment. Have your Technical Representative assess your sound needs and lighting requirements. Bring this information to your first production meeting. If you are contracting with a performer, bring their technical rider or contract to the first production meeting. From these notes and rider our Technical Director (TD) will be able to determine your specific needs.

Setup Times and Crew Calls

Remember that load-in, set-up, sound checks and load-out time must be considered in addition to your actual performance times. For each production, we must set stage curtains, run sound cable, hang lights, set props, create lighting & sound cues, coordinate performers' exits/entrances, etc. The stage crew cannot work more than six (6) hours without a meal break. We prefer a meal break after a 4 or 5 hour work period. In conjunction with your Technical Representative, our TD will set the size of the crew and call times. The minimum crew size is three backstage technicians.

Stage Lighting

The theatre house rep plot provides a full stage wash that can be programmed to be a variety of colors. Changes can be made to this layout but cost conscious renters should keep in mind that large or highly specialized light plots mean higher staff costs. A lighting plot with all pertinent information must be submitted 30 days prior to the event. Special lighting effects must be discussed when the lighting plot is submitted. Our system does have its limits and last minute changes may be impossible.

Sound Enhancement

The theatre is an intimate space and amplification is not always necessary. Consider every point in the show that requires a microphone, including offstage performers/announcers. Can you use a wired mic (which is the most reliable), or do you require wireless? If wireless, do you need a handheld or lapel mic? Will your performers need stage monitors? Will you use recorded music? Is your music on a MP3, CD or IPOD? Our microphone inventory does have its limits so there may be compromises. Last minute additions requiring cabling, wiring, etc... are often difficult to implement. **A sound check at least 45 minutes before doors open will go a long way towards insuring a successful event.**

Video/Projection

Requests for AV services should be included in your initial request since each event space has different video projection capabilities that require varying degrees of setup time. Last minute requests to provide projection seem to be the most frequent cause of event delays and drama in large part due to compatibility issues with the infinite variety of presentation formats available. **It is important to let us know if your video presentation needs sound amplification.**

Scenery

List and describe any scenery, drops or objects to be used in your presentation. If curtains need to be transferred or removed, additional time and crew will be required. It the responsibility of the renter to ensure all scenery is stage ready and flame proofed.

Oh, By The Way

Will you need: a piano? wardrobe assistants? chairs? podium? Confidence monitor? It is often difficult to procure last minute items. Smooth productions arise out of careful, thoughtful planning. It is usually the smaller details that slip through the cracks so take time to consider all aspects of your production.

General Production Policies

Communicating ACCURATE event details IN ADVANCE is the best way to insure the quality of your event. Requests for technical needs and artist riders are due 30 days prior to event. Don't let last minute equipment or production requests compromise the quality of your event.

1. The stage setup must be approved by The Appalachian Theatre staff.
2. Any items or units to be flown and all rigging must be approved by the Technical Director. The Appalachian Theatre Management reserves the right to refuse to hang or fly anything deemed unstable or unsafe. Rigging may only be performed by trained Appalachian Theatre personnel or qualified persons approved in advance by the Technical director.
3. Only gaffer's tape may be used on the stage floor or to tape down cables. Duct tape is not allowed.
4. When not in use the loading dock garage door should remain closed and locked.
5. Once load-in is complete, no doors should be propped open.
6. A number of items (risers, personnel lift) may be occasionally stored in the staging area when full use of the stage is required. These items do not obstruct safe passage and should not be tampered with by renters. Wing space is limited on stage right so large scenic elements and props should be stored in the stage left wing.
7. No gum, food or drinks on stage other than bottled water or as necessary for performance.
8. Items cannot be pinned, hooked, taped, or stitched to the curtains. Use of curtain clips or theatrical trick line may be used to adjust or "swag" curtains if approved in advance by the Technical Director.
9. Renters shall provide a list of the props or set pieces that will need to be powered, if and how they will be attached to the stage floor, and whether they will be moved during the show. **Pieces that are to be affixed to the stage floor should be done so using only gaffer's tape or stage weights.**

Lighting:

The Appalachian Theatre will furnish its standard house light plot that can produce a general stage wash as part of the basic rental fee. Detailed descriptions and light plots of extra requests should be provided **no later than one month in advance of your event**. Any special orders of gel or gobos should be requested in advance and the user will be billed. Lighting design services are billed at the Designers rate.

Projection:

Front projection capabilities exist in the Theatre. Send a link to your video media in advance to the Technical Director and they will vet it to ensure that it is compatible with our system and that your event will go smoothly. For film screenings it is advisable to schedule a screen test prior to the date of the event of the film or video media to confirm compatibility and adjust aspect ratios and sound levels. **Use of Apple products require the renter to provide the adapter to plug into our projector and advance discussion with the Technical Director.**

Sound:

Sound files or audio media should be submitted in advance to confirm compatibility. Digital audio files such as wav, aac, aiff, caf, m4a, mp3 and mp4 are preferred and can be loaded directly onto our MacMini which runs QLab 4 software. External audio devices (including laptops or other computers) may be used so long as they have an 1/8" or 1/4" TRS (headphone jack) or XLR output. CDs or mp3 discs may also be used, but are not preferred. All mixing, dubbing, or editing is to be prepared by you at another facility prior to the event. The staff of the Appalachian Theatre reserves the right to control all sound levels involved with any rental or production. Sound levels will be monitored with decibel meters as required by OSHA.

Staffing your Event

The theatre's small but friendly staff wants your event to be a success and the division of labor is crucial. You will need to provide your own trained technical representative to ensure your technical needs are identified and met. The Appalachian Theatre staff must be present whenever the venue is in use. A designated representative from the sponsoring/renting organization must be onsite when the facility is open to users or the public.

The Appalachian Theatre Technical Director (TD) -

This position functions as your facility manager. The Appalachian Theatre TD will be your contact for all technical requirements and will hire staff to run your event. They are responsible for pre-show crew supervision, organizing lighting pre-hang, locking and unlocking doors and monitoring major theatre operating systems (heat, a/c, sound, lighting). In conjunction with Renter Technical Representative, they will determine technical and staffing needs. The TD is included in the rental fee, unless required to fill a show crew position.

Renter Technical Representative (TR) - THIS POSITION MUST BE FILLED BY THE RENTER

When the contract is signed, you must identify a The Appalachian Theatre approved TR to serve as liaison between the presenter/producer, the performers and The Appalachian Theatre TD. They will be responsible for providing the Appalachian Theatre TD with lighting plots, cue sheets, masking needs, technical specifications, sound requirements, program schedule, et al. Typically, the TR supervises the running crew, may serve as the Stage Manager and must have decision making authority. The TR must be available during pre-hang, focus, load-in, performances, and load-out to ensure presenter wishes are being represented.

Meet The Appalachian Theatre Production Crew

Stage Manager: The Stage Manager is responsible for coordinating the actors, stage, sound and lighting cues. The renter Technical Representative may serve in this position or it may be filled by the Theatre.

Light Board Operator: The Light Board Operator is responsible for setting stage and house light levels, coordinating lighting changes and running the light board during all rehearsals and performances.

Sound Engineer: Handles all sound reinforcement which includes setting up microphones/monitors and operating the soundboard during the show as well as backstage and house communications. For larger performances with multiple musicians or singers an additional Monitor Engineer may be recommended to adjust sound levels on stage.

Video Engineer/QLab Operator: For events with sophisticated sound and video cues, a specialized QLab operator may be required set the timing, adjust automated transitions, and trigger the sound and video cues during rehearsals and performances. Per the discretion of the Technical Director, the renter may provide a person to run the QLab software during the event if they are solely dedicated to that role.

Stagehand: Stagehands assist with load-in, setup, and load-out of the renters' production equipment, costumes and set pieces. They also help the Sound Engineer and Lightboard Operator in setting up and adjusting lighting and sound equipment. During the performance, a stagehand may be needed to move set pieces, curtains, props, musical instruments, microphones and sound equipment as well as assisting the Stage Manager in coordinating performer entrances/exits and scene transitions.

Staffing Policies:

1. All backstage positions utilizing The Appalachian Theatre equipment will be staffed by The Appalachian Theatre's crew. Upon reviewing event requirements, the Technical Director will determine the minimum number of personnel required in each area, call times and duties assigned.
2. Renters may need to provide front of house ushers to assist with seating patrons.
3. Any staff provided by the renter must be deemed qualified by the Technical Director.
4. In order to protect the Appalachian Theatre and its facilities, the performance facilities staff shall have the authority to veto or modify any order or direction issued by the renter, its employees, or its contractors.

Ticketing Your Event

- The Appalachian Theatre Center recommends Reserved Seating for an audience of 400+
 - General Admission ticketing is limited to 90% of venue capacity
GA Capacity: Appalachian Theatre=520
 - The overselling of the house or selling of standing room is not permitted.
 - Theatre capacity includes 7 wheelchair spaces.

In order to insure consistent and ADA compliant patron services, the Appalachian Theatre Box Office is the sole ticket provider for events in the theatre or community room.

Using The Appalachian Theatre Box Office:

The Appalachian Theatre Center Box Office provides ticketing services for all ticketed theatre events and utilizes ETix, a computerized ticketing software as our inhouse computerized ticketing system featuring high-speed ticket printers and reporting. We will provide Box Office services during regular Box Office hours (T-F 10 am to 5pm) and show night (one hour prior to showtime until 30 minutes after show start). Expanded hours can be negotiated the week prior to show date. Applicable NC Sales Tax on tickets sales will be collected and remitted monthly on your behalf. The renter may request blocks of tickets for consignment sales.

3 months prior to your event, the Box Office can begin selling your tickets. Patrons can purchase tickets by phone, mail, fax, online or in person by using cash, check or charge (Visa, MasterCard or American Express). There is no service charge to the customer for walk-up tickets sales at The Appalachian Theatre Center Box Office window. A service charge to the customer does apply for all phone and web orders which are set by CarolinaTix and retained by the respective ticket service provider. All ticket sales are final with no refunds.

All ticket revenues collected by The Appalachian Theatre Box Office must be retained until the conclusion of the event. This is for the purpose of keeping the public faith and making necessary refunds. Ticket revenue will be applied to the final rental bill and renters will be billed for the discrepancy or issued a check for any overage.

The Appalachian Theatre maintains a website at www.apptheatre.org where it will provide a calendar event listing and website link at no additional charge. The Appalachian Theatre Center can sell your tickets online with per ticket costs remaining the same. Sales via the website can take place up to 6 hours prior to showtime.

To setup The Appalachian Theatre Box Office, the Renter will need to:

1. Meet with the Executive Director to discuss ticketing needs and additional box office hours needed
2. Submit up to five lines of copy to be printed on the tickets and determine discounts
3. Request complimentary tickets in advance of event day (A form will be provided for your use)

During the global pandemic:

Venue seating capacity numbers are not guaranteed to any user group. Due to the global pandemic, the local and state officials have reduced the capacity limits. All venue users agree to comply with the capacity limits which are subject to change at any time, without notice. Seating capacity may change unexpectedly so plan accordingly.

Theatre staff have the final say on how ticketing will be handled in order to keep public faith and abide by policies set by local health and government officials.

Helpful Information for Your Patrons and Performers

The Appalachian Theatre Center House Notes

Please consider including in programs you may provide your patrons.

1. Food or drink purchased on site is permitted for some but not all events in the theatre.
2. Appalachian Theatre does not permit smoking, vaping or use of tobacco products on premises.
3. Appalachian Theatre does not permit weapons or firearms on premises.
4. No illegal drugs or illicit substances may be brought into the venue for any purpose.
5. Animals are not permitted, with the exception of service animals. Emotional support animals do not qualify as service animals according to the American with Disability Act.
6. Latecomers will be seated by the House Manager at an appropriate break in the performance. Latecomers may be seated temporarily in the rear of the house so as to not disrupt the performance. During intermission, late arrivals may take their regular seats.
7. The Appalachian Theatre prohibits the photographing or sound recording of any performance or the possession of any such device for photographing or sound recording.
8. Electronic devices should be silenced before the performance begins.
9. In the unlikely event of a fire alarm, please locate the nearest emergency exits which are located in the front and rear of the theatre. Follow the instruction of the ushers and the House Manager and calmly walk to the nearest exit.
10. Public restrooms are located off the lobby on the first floor and the mezzanine level.
11. The theatre lobby doors will open 30 minutes before show time for seating.
12. The main doors and lobby will be open one hour prior to the performance/event.

A full list of venue policies for visitors can be found on our website: <https://www.apptheatre.org/venue-policies>

Parking

1. Parking is not allowed in the loading dock area or along the alley directly behind the building at any time.
2. Renters are encouraged to use the maps and directions on the Appalachian Theatre website to help their patrons with wayfinding.

Appalachian Theatre Box Office

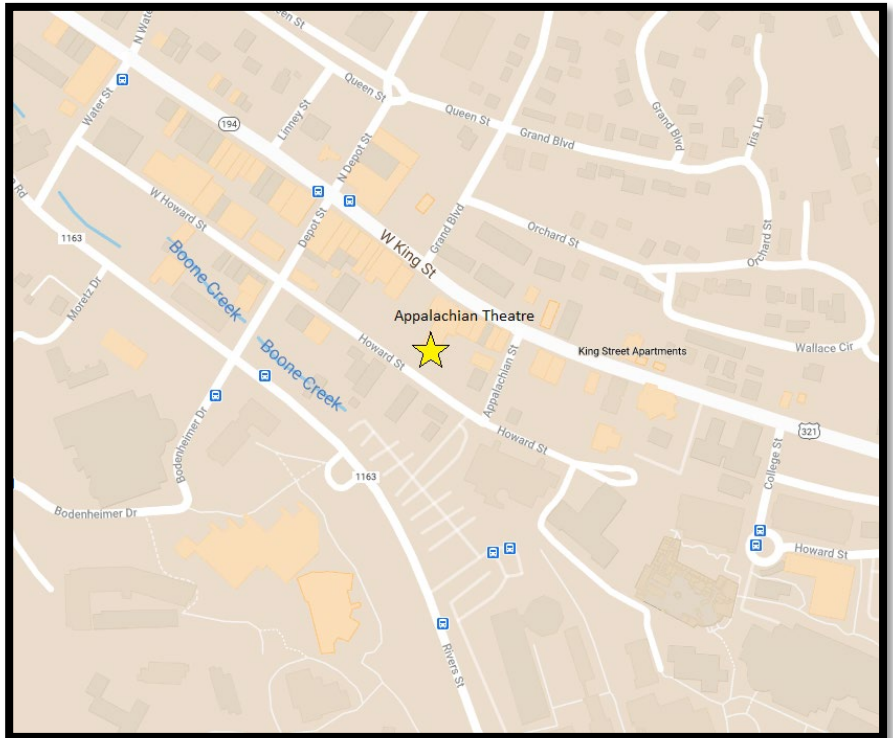
www.apptheatre.org

828.865.3000

Directions to Appalachian Theatre

Appalachian Theatre
559 W King St
Boone, NC 28607

Loading Dock Parking:



From points East (via US 421)

- Take US 421 West through Wilkesboro, NC
- Once in Downtown Boone, Turn Left on Appalachian St
- Turn Right on Howard St
- Loading Dock is on Right Hand Side

From Points South (via US 321)

- Take US 321 North through Blowing Rock, NC
- Turn Left onto King St (US 421)
- Turn Left on Appalachian St
- Turn Right on Howard St
- Loading Dock is on Right Hand Side

From points West (via US 421)

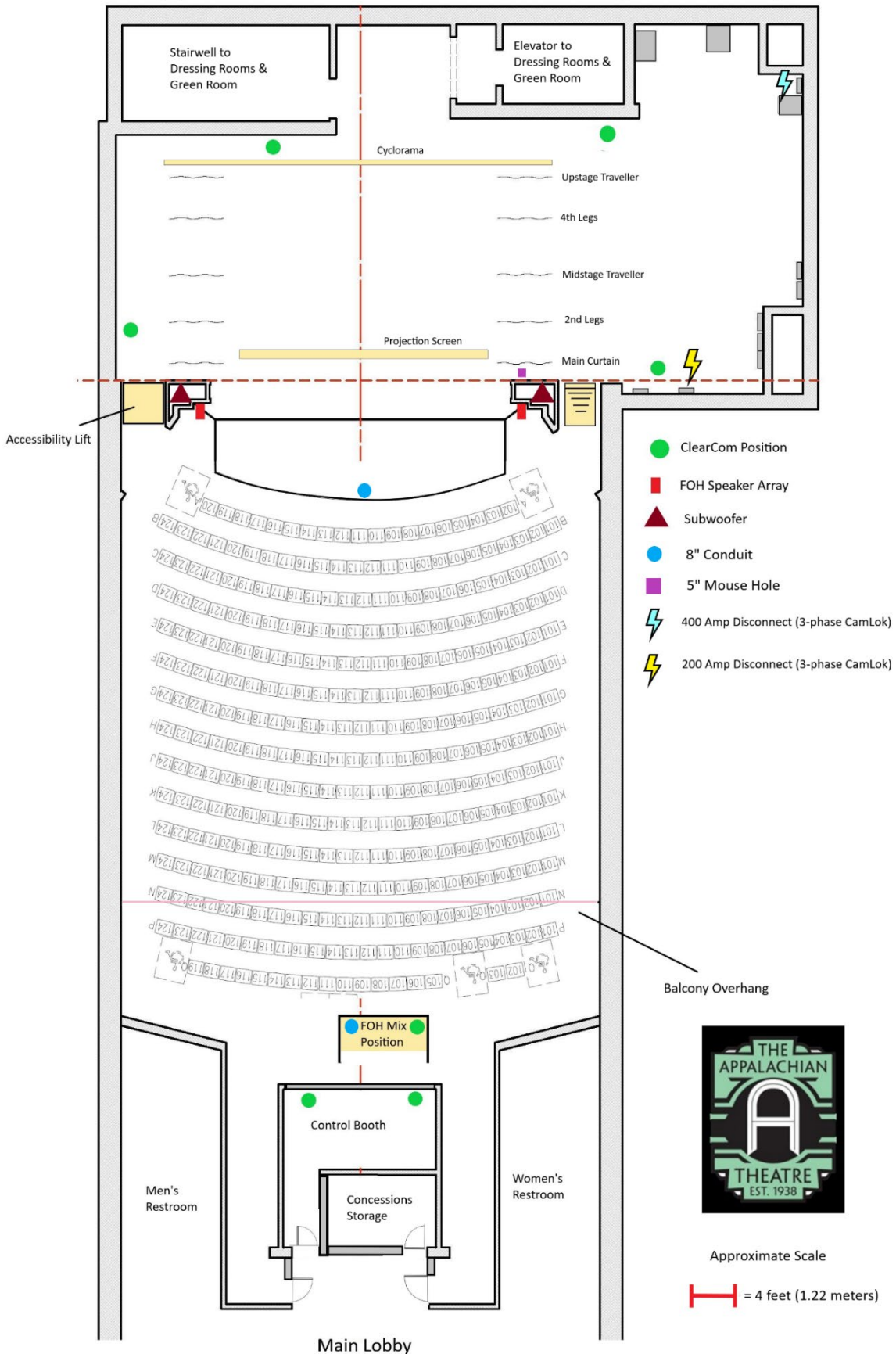
- Take US 421 East from Tennessee border
- Once in Downtown Boone, Turn Right on Appalachian St
- Turn Right on Howard St
- Loading Dock is on Right Hand Side

***Between Lenoir, NC and Blowing Rock, NC there are some very steep and curvy sections of US 321, particularly closer to Blowing Rock. Sudden adverse weather events such as heavy fog, wind, and rain/sleet/ snow can cause dangerous travel conditions. Please be cautious and consider an alternate route during severe weather events.**

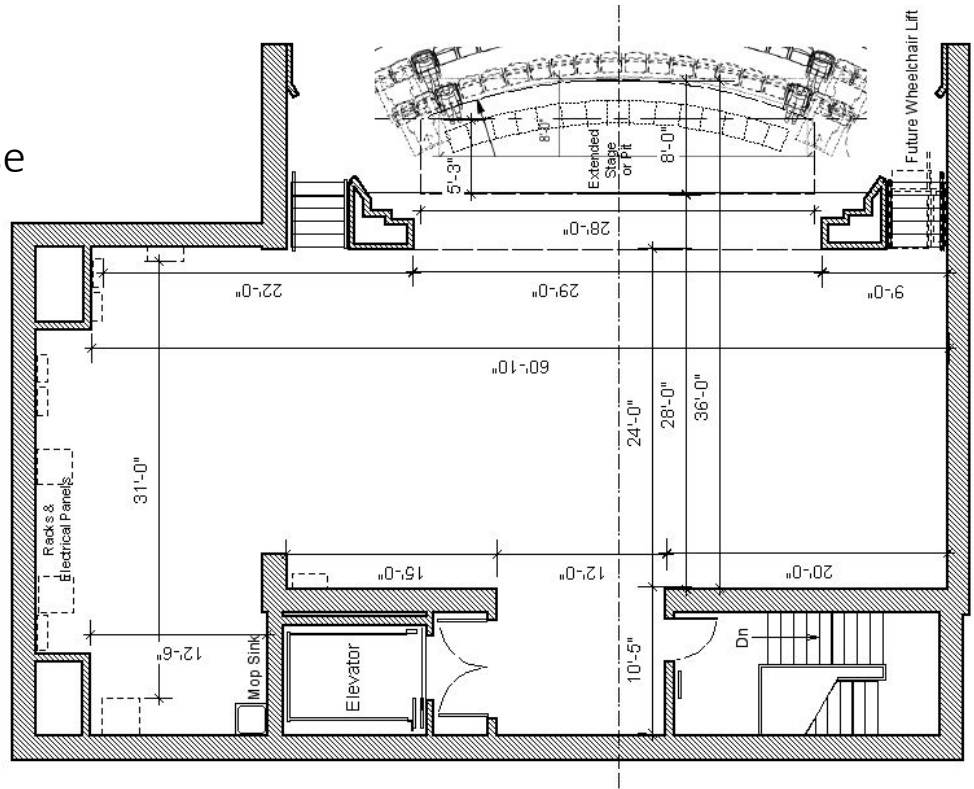


1Loading dock facing North from Howard St

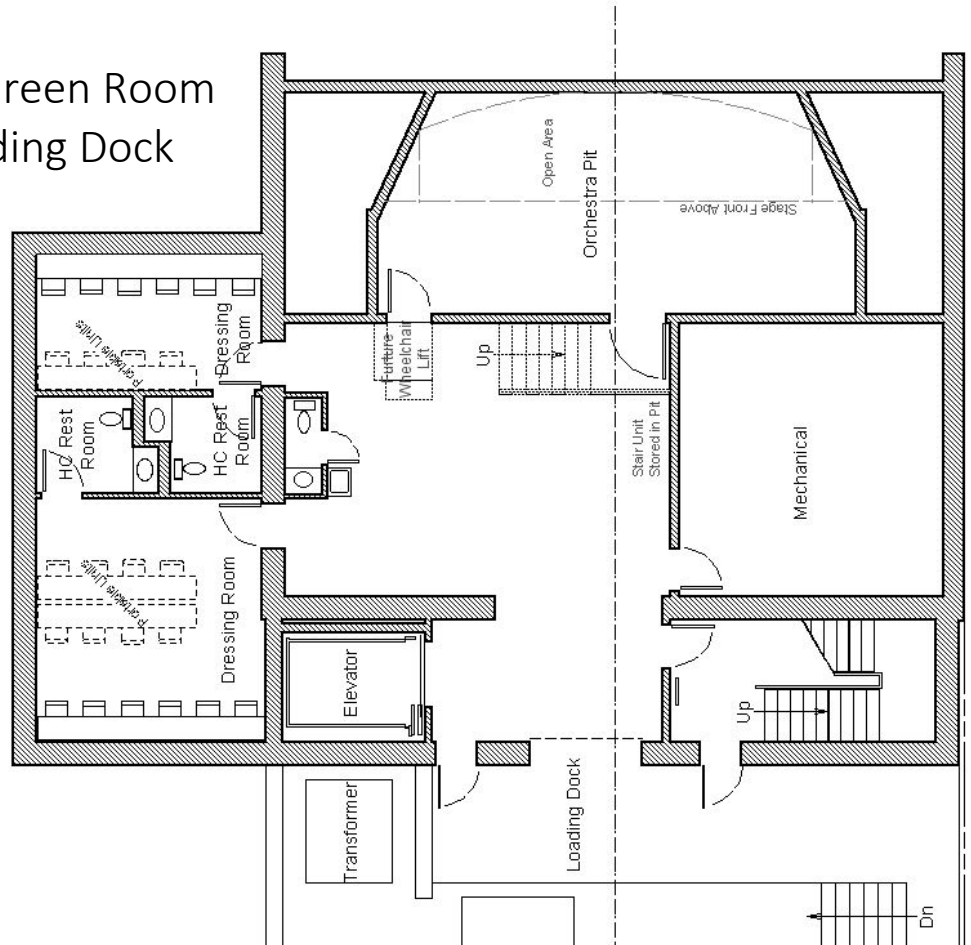
The Appalachian Theatre



Orchestra Level:
 Stage/Apron
 Stair & Lift to House



Basement Level:
 Dressing Rooms/Green Room
 Orchestra Pit/Loading Dock



Second Floor:

Community Room/Elevator Lobby
Rest Rooms/Mezzanine

