

# General Rental Information

## Provided Services

### *Staffing*

- One House Manager (included in venue rental fee)
- Production Staff (one or more depending on event; additional fee)
  - Basic lighting and sound included in venue rental fee.
  - Basic projection included in venue rental fee.
- Ticketing Services (ticketed events only; additional fees may apply)

### *Additional Services*

- Concessions
  - Provided by BREW Coffee Bar until 15 minutes after your event's start time.
  - Additional concession time may be requested prior to contract signing.
- Security
  - The Cary reserves the right to determine if security is needed for your event.
  - Renters are responsible for obtaining and paying security.

## Ticketing Services

All ticketed events must utilize The Cary's box office operations and ticketing platform, Etix. Rental clients are not permitted to print or utilize their own tickets for any event at The Cary.

### *Fees*

BASIC Box Office Charges: \$1.85 per ticket (this cost is outside of Admissions Tax)

BASIC Includes:

- General or Reserved Seating
- Public on Sale for tickets 8 weeks prior to event
- Up to 4 ticket price options per event

- Up to 25 complimentary tickets that are accessible by one private link or one promo code

*NOTE: Changes made within 30 days of your event will move you to the PREMIUM option. A \$2.50 fee will be charged per ticket and on complimentary tickets over the first 25.*

PREMIUM Box Office Charges: \$2.50 per ticket (this cost is outside of Admission Tax)

PREMIUM Includes:

- Everything under the BASIC option.
- And one or more of the following benefits:
  - 5 or more ticket price options per event
  - Additional ticket requests included but are not limited to:
    - A request for more than one private link or promo code for complimentary tickets
    - A request for pop up notifications (upselling options, donation requests, etc.)

### *Convenience Charge*

E-tix charges a \$2.00 per ticket fee (+ tax) on all tickets purchased online. This expense is included in the ticket price. If the customer chooses to have the tickets mailed to them (as opposed to printing the ticket at home or picking up at will call), there is an additional \$2.50 handling fee.

### *Sales Tax*

A sales tax of 7.25% will be added to ticket purchases for all events at The Cary. This expense is passed on to ticket buyers. This is part of the tax reform legislation passed by the North Carolina General Assembly in 2013 which broadened the base of services to which sales tax would be applied, including admissions to 'live entertainment'.

### *Complimentary Tickets*

Complimentary ticket lists may be submitted to the box office no less than one week in advance of the event. The list must include the guest's first and last name, number of tickets, and email address (if available). Guests without an email address must pick up their tickets at Will Call at The Cary's box office.

## Refunds & Exchanges

All box office sales are final unless the event organizer provides a refund or exchange policy in the Ticket/Event Form.

Should inclement weather or an act of God cause the undue cancellation of an event, the box office will offer patrons the following choice:

- Ticket Exchange: If the event is being rescheduled.
- Refund: If the event is not being rescheduled.

## Ticket Buyer Information

As a municipality managing the performing arts venues in downtown Cary, we are restricted from sharing electronic mail lists by *NC Statute 132-1.13*. Town employees may use such lists for the following purposes only:

- For transactional communications
- To notify patrons of an emergency to public health or public safety (i.e. inclement weather)
- To notify patrons of a canceled event and/or details that are pertinent to an event

The email lists are open to the public for **inspection**, not to be copied or provided. The requester can make an appointment to look at the list at a computer but cannot take notes or take any pictures.

If patron or guest lists are needed, the renter or outside agency should plan to collect the data on their own.

## Cancellations

- Cancellations may be initiated by the party up to *ninety (90) days prior to scheduled use* without liability.
- Cancellations made *within ninety (90) days of the scheduled use* will result in forfeiture of the deposit. Changing the rental date within ninety (90) days of the reserved date is processed as a cancellation.
- No cancellations will be accepted *within five (5) working days of the scheduled usage*. A renter making a cancellation *within five (5) working days of usage* will be liable for payment of all rental fees and other charges in full.
- All cancellation notices must be submitted in writing to the Operations and Program Supervisor. (email is acceptable)
- The Cary maintains a right-to-cancel at all times. In the event of a cancellation, every attempt will be made to reschedule the reservation in a mutually agreeable manner and to give all affected groups as much advance notice as possible. If the event cannot

be rescheduled, The Cary would refund any money paid towards the reservation. The Cary does not accept any financial liability for the cancellation of a reservation, such as marketing fees, artist's fees, etc.

## Theater Terms & Conditions

All decorations and set-up plans for areas other than the theater must be submitted to the Operations and Program Supervisor no less than four weeks prior to the event and approved in writing prior to the event. In addition, any subcontracted vendors (i.e. florist, musicians, rental company, etc.), including contact names and numbers, should be provided to the Operations and Program Supervisor at least two weeks in advance of rental date.

Renter is to abide by the following policies:

- Weapons of all kinds are not permitted.
- All illegal drugs and other substances or any other illegal activities are not permitted.
- Unsafe behavior detrimental to the health and welfare of the public or the historic building are not permitted.
- Use of loud, profane or indecent language is not permitted.
- Disorderly conduct, breach of peace, or lewd, immoral or improper entertainment, conduct or practice is not permitted.
- Helium balloons are not permitted.
- Live animals are not permitted, unless required for ADA compliance.
- Hanging signs on the outside of premises is not permitted.
- Sales of goods (without proper permits) is not permitted.
- Candles and open flames are not permitted.
- Smoke effects, fog machines, explosives or pyrotechnics are not permitted.
- Confetti, rice, glitter, and birdseed are not permitted.
- Live plants and trees are not allowed in the theater space.
- All décor and signs must be freestanding; taping or tacking signs on walls, floors or exhibitions is not permitted
- Renter is responsible for bagging and taking all trash outside and placing it in the outside trash bin. For events requiring multiple days, this shall be done at the end of each performance/day.
- Renter is responsible for their own set-up and clean up, including tables and chairs. Renter will return any Town- owned property to its designated location as directed by Town staff on duty. If renters need tables, they should talk with the Operations and Program Supervisor at the time of rental.