

FENWAY CENTER

Venue Information Packet (V.I.P)

Updated 11.1.2011

The Fenway Center is a mid-sized venue located at 77 St. Stephen Street, on the corner of St. Stephen Street and Gainsborough Street. This performance center was formerly a church and has recently undergone major renovations including the installation of a large screen digital projector, professional light and sound systems, and a ticket booth. This building has excellent acoustics and is an ideal place for performances. The Fenway Center plays host for many functions, including choral groups, dance teams, lectures, orchestral ensembles, and community church services on Sundays.

Please read through this packet and fill out the Event Information Form, an online form that will help your event run more smoothly. It can be found online at <http://tiny.cc/eventmanagement> If you have any questions, please email: cscreservations@neu.edu

SPACE

- The Fenway Center is a performing arts center capable of holding events for up to 300 audience members. At Fenway Center, there are 300 chairs, as well as twenty-one 60" round tables with 8 people per table (168), a podium and 30 classroom style tables.
- The open floor space is 31' wide x 78' long.
- The Stage is elevated by 16" off the floor, and has the dimensions of roughly 36' wide x 40' long.
- Dimensions of the green room are roughly 10' x 8' and can hold approximately 8 people at a time.
- Bathrooms are shared with the public.
- Additional backstage space could be available if a cyclorama, curtains or an orchestra shell is used for the performance.

AUDIO/VISUAL

- The Fenway Center is equipped with moving and stationary theatrical lighting hanging from a truss above the stage. It is capable of lighting for a wide variety of performances, including music, theatre and dance.
- The Fenway Center is equipped with an ETC ION light board.
- There is a built in projector (Christie Digital, Model DS+10K-M, 10,500 Lumens) hung on a Draper Scissor Lift (Model: SLX15; capacity 350 lbs) and extra large screen (18' wide by 14' high) which can project from a laptop computer, or play DVDs & VCR tapes from the house DVD/CD/VCR player.
- The Fenway Center is equipped with a Yamaha LS9-32, 32 channel digital sound board.
- We can provide 4 hand held or 2 lapel wireless microphones.
- Other microphones are available for use in the Fenway Center as well. The Event Management staff will work with you to make sure your AV needs are met. We can also recommend outside vendors in situations where our inventory can't meet your demands.

RESERVING THE FENWAY CENTER

- All events must follow the guidelines and policies set forth in this packet as well as adhere to policies stated in the Event Management website: <http://www.neu.edu/eventvenues> as well as the Campus Activities Policy Website: <http://neu.orgsync.com>. Exceptions may be made at the discretion of the Director of Operations.
- All communication from the organization to Event Management staff should be handled by the Group Representative (and program manager, if the group hosting the event is a student group).
- The Group Representative must also complete and submit the details of their event four (4) weeks prior to the date of the performance/event by filling out the online Event Information Form. If the Event Information Form is not completed accurately within that time period, the success of the event could be compromised, which could include cancellation of the event.
- On the day of the event, the Group Representative must be on-hand and serve as a point person for communication with the Fenway Center staff from the time of setup until breakdown is completed.
- All events in the Fenway Center are administered by the Event Management staff. The size of the staff needed for a performance is determined solely by the Director of Operations. The Technical Operations Managers will provide appropriate staffing.

- The Event Management staff reserves the right to bill for staff used during rehearsals, as well as set up and breakdown periods. These fees will be added to the final billing charges for the event.

TICKETING EVENTS

- Most Fenway Center events require tickets for admission. Please let us know if we may assist you with the ticketing process. Some free events may be ticketed or wrist banded to ensure fire safety codes are met.
- The Ticket Center must handle all ticket transactions for events in the Fenway Center. This includes prepaid pickup, complimentary tickets, and the printing of tickets. Cash, Husky Card, Visa, MasterCard, Discover, American Express and checks made payable to Northeastern University are accepted as payment for ticket sales. The Ticket Center has a “no refunds, no exchanges” policy.
- For more info on how to set up tickets, please go to: <https://orgsync.com/22998/forms/26925/show>
- For more info on where to get tickets, please go to: <http://neu.universitytickets.com>

TECHNICAL/BACKSTAGE EVENT COORDINATION

- **Please be respectful of neighbors during the show. Please keep sound levels to a reasonable level. Decibel levels will be at the discretion of the Fenway Center event management staff. If the Fenway Center event management staff asks you to lower the volume, the sponsoring student group/performer must comply and lower the volume to a volume they deem acceptable. Failure to comply may result in termination of the event by the Fenway Center event management staff.**
- Sound levels must be kept to a minimum during load in and load out as well.
- All technical requirements, (i.e. audio, visual, scenic materials, dressing room issues, and technical staff) are to be addressed when the Event Information Form is submitted. If the performer provides a technical rider, it must be submitted with the Event Information Form to ensure that the performer’s needs are met.
- The audio, lighting, and video equipment in the event space is to be used only with the permission of the staff. If anything is used it must be returned in its original working order, otherwise the group is responsible for retribution. Similarly, the light boards and sound boards **MUST** be returned to the original presets or positions.
- While the Event Management staff is glad to assist you, the IS department are primarily responsible for managing technical systems on campus. Information on reserving an IS specialist for your event, including rates, is located here. If you would like an IS technician on site in addition to the above staff, you must go to the IS website to request one, otherwise you may waive this service: http://www.northeastern.edu/infoservices/?page_id=1034.
- The Fenway Center is equipped with a basic wash of lights that illuminate the stage. Unless your reservation includes time dedicated for technical set up, lights cannot be altered as alterations require many hours of work to adjust the lights, as well as return them to their original state.
- It is the responsibility of the organization sponsoring the event to ensure that the Artist(s)/Performer(s) are in the Fenway Center no later than one hour prior to the published start time of the event. The Artist(s)/Performer(s) must be present in the space at that time to ensure that the space, audio, and other needs are appropriate for the performance.
- No smoking, fire, or live flame is permitted in the venue. Any and all scenic materials must be flame proofed.
- Any banners or drops must be delivered to the Scheduling & Event Planning at least two days in advance to ensure that they will be hung up in time for the event.
- If onsite parking is required, this **must** be brought to the attention of the Fenway Center Committee *at least* two days in advance of the event. Space is very limited and not guaranteed.

CANCELLATIONS & NO SHOWS:

Please provide at least two week’s notice if cancelling an event. Please alert the CSC Scheduling Desk in 434 CSC as soon as possible. **If the event is cancelled within two weeks of the event date, the group will be charged staffing fees.**

LATE/NO SHOWS:

This section applies strictly rehearsal only (not actual events). As a rule, if you are more than fifteen minutes late, the building will close and it will be regarded as a "NO SHOW". As policy states when you reserved the room, each no-shows, we will send you an official warning letter. The 3rd “No Show” or late cancellation in an academic year will result in the withdrawal of

reservation privileges. “No shows” for a space that involves a custom set up/staffing may result in a charge for the cost of the set up.

FRONT OF THE HOUSE EVENT COORDINATION

- All Front of the House requirements (i.e. House Managers, ushers, public safety concerns, receptions, etc) are to be included with the Event Information Agreement (EVENT INFORMATION FORM) is submitted.
- In the case that the Director of Operations/Activities in conjunction with the Public Safety Division of Northeastern University decides that NUPD will be needed for the event, these costs will be charged directly to the group by NUPD unless the event is funded by the SGA Finance Board. If the event is funded by the SGA Finance Board, the cost is absorbed by the SGA Finance Board. Certain events may require more detail officers than others. This will be determined by the NUPD. Tickets for certain events will be limited to those with NU IDs. Staff reserves the right use wristbands, or any other means determined to ensure proper crowd control.
- The use of the Fenway Center for book signings, meet and greets, or merchandise sales must be approved (and reserved) through Scheduling & Event Planning and approved by the Director of Operations. These additional areas are to be included in the crowd control decisions made by NUPD.
- All events are to start within a five minute window of the published start time. Any exceptions to this are to be made only by the Event Management staff
- If the performer does not show up within fifteen minutes of the published start time, the Event Management staff can cancel the event.
- If the performer wishes to sign autographs, the group hosting the event MUST include this information on the EVENT INFORMATION FORM so that special arrangements can be made by the Event Management staff to accommodate the request prior to the date of the show. NUPD and Event Management staff reserve to right to not allow a meet and greet if they feel that this type of activity causes a flood of patrons to the stage and it does not meet Public Safety/Fire Safety standards for crowd control.
- Volunteer/student group ushers must be approved by the Event Management staff and are only allowed as a supplement to the paid ushers provided by the Fenway Center.
- City ordinance requires that all shows must end by 10:00pm and the Fenway Center must be completely vacated by 11:00pm.

FISCAL RECONCILIATION

- All final costs (both Front of the House and Technical costs) will be deducted from the total revenue collected by the Ticket Center. A detailed final reconciliation will be completed by the Director of Operations after the performance(s). In the event that more revenue is collected than is needed to cover the costs, reconciliation will be forwarded to the Group Representative. The revenue will be transferred to the group’s specified account and object code.
- In the case that no ticket revenue is to be collected by the Ticket Center, the group sponsoring the event will be required to PAY the Fenway Center costs no later than two (2) weeks after they receive the invoice from their event.

OTHER VENUE POLICIES

Event Analysis Meeting Policy:

It is highly recommended that groups hosting an event meet with their Campus Activities Program Manager (if a student group) and a member of the Event Management team (424 CSC). At this meeting, they will review and update the student group as to any additional rules and restrictions, as well as review any contracts for any Outside Companies/External Contractors as well as technical riders/specifications. To set up a meeting, or if you have any questions, feel free to email cscreservations@neu.edu and we will assist you with your request.

“Off Limits” Policy:

There are restricted areas and items in the venue that can only be accessed by the Event Management staff. There areas are off limits to all groups using the space, as well as audience members and performers. These areas will be marked with appropriate signage.

In the Fenway Center, these areas include: the entire basement (as well as the tech closet), the ticket booth, the choir loft, the Music Department’s storage space (located behind the brown door in the back of the back stage area), and any other spaces

marked off-limits. Additionally, no one is allowed to touch or move the Music Department's piano, risers or orchestral shells, as well as the podiums or altar or any of the technical equipment stored on site. All other equipment, including chairs, tables, pipe & drape, carts, music stands, etc. will need the approval and help of an Event Management staff member if the group would like it moved.

Snow Emergencies:

In the event of a snow emergency in which Northeastern is forced to close, please check with Event Management staff, as the event could potentially be cancelled.

Food and Drink Policy:

No outside food or drink is allowed to be brought into this venue; events may have food and drink provided catered onsite through Rebecca's Catering (or other approved vendors). Any event serving alcohol is required to use Rebecca's, as they control the only liquor license on campus. More information on Rebecca's Catering can be found at:

<http://www.rebeccascafe.com/neu/rebeccas-neu-catering-menu.pdf>

Selling of Merchandise Policy:

No sales of any merchandise can be made unless it's authorized by Campus Activities Program Manager, the Event Management staff and Public Safety two weeks in advance of the event.

Painting Policy:

Absolutely no painting will be allowed in or on the event space property. This applies to both regular paint and spray paint.

Storage Policy:

As space is limited in these venues, groups are not allowed to store anything in the event space unless it has been approved by the Director of Operations, Event Management. To get approval, a written document must be submitted which details the sizes of the items (including set pieces or scaffolding), and exactly where they are suggested to be stored. If items are allowed to be stored on the premises, they can't obstruct anything that normally gets used in the event space, as well as fire exits or egresses. Also, please note weights of these set pieces as they must be moveable so they won't interfere with any other events the venue is hosting as it is a multipurpose space.

Fire Safety Policy:

Fire exits and egresses must be accessible at all times. This includes on both sides of the stage, in the audience, and backstage. All areas and egresses must be cleared of at least 42" in width, in straight lines from the egresses to the exits. If cables need to cross these areas, they must be securely taped down. Failure to do so will result in an immediate shut down of the event.

Decorating Policy

In order to keep this venue in ideal condition, the following guidelines have been established.

1. All set-up requests and decorations should be discussed in advance with your Event Management staff contact.
2. Please refrain from using any adhesive tape, pushpins, or other damaging materials on the walls. The use of adhesive material that may damage surfaces is prohibited (duct tape, tacks, nails, paint, etc.). Please ask for portable wipe boards, pipe and drape or easels that you may require when you submit the Event Information Form.
3. Decorations may not obstruct doors, hallways, staircases and fire exits.
4. Please ensure that after your event, the venue is returned to its original condition. Please discard all trash in waste bins and flatten any cardboard boxes. If the venue is not returned to its original condition, the organization may be charged a fee and use of the Event Management venues may be restricted for future events by that group.

Clean Up Policy:

Every group is expected to leave the venue clean and in good condition. That includes all areas such as the stage, stage wings or in main front of house area. If extra rooms were booked in the Curry Student Center to serve as dressing rooms/green rooms, it includes those as well. It is the responsibility of the group to dispose of any of their trash and remove any of their belongings. A group who fails to clean up will be susceptible to extra staffing charges for cleaning services as well as potential disciplinary actions/loss of privileges to book future events.

Post-Event Evacuation Procedure:

Once the area is clean, the organization hosting the event is expected to depart in a timely manner. For instance, there is a strict neighborhood curfew with the Fenway Center. All performances in the Fenway Center must end at 10pm, and all

audience, performers, and staff are to be out of the building by 10:30pm. Groups must take load out times into an account when scheduling a show's start and end time. Please discuss and confirm load out with event management staff before your event. Event Management assumes no responsibility for any items left in the venue after your event. Please be sure that you have collected all items.

GENERAL INFORMATION

NU TICKET CENTER:

Ell Hall, Room 109

Recorded Ticket Information, Phone Orders:

(617) 373-4700 voice

(617) 373-2184 TTY

<http://tickets.neu.edu>

TICKET CENTER HOURS (DURING THE ACADEMIC YEAR)

Monday through Friday, 12 noon - 6 pm, Wednesdays 12-8

The Ticket Center will open one hour prior to show time and will remain open as necessary.

SCHEDULING & OPERATIONS STAFF CONTACT INFORMATION

(These numbers are not to be published for ticket sales)

EVENT MANAGEMENT STAFF:

Scheduling & Event Planning

617.373.2632 (voice)

617.373.4055 (fax)

cscreservations@neu.edu

Kier Byrnes, Director of Operations

617.373.2599 voice

617.373.4055 fax

k.byrnes@neu.edu

Jeremy Reger, Technical Operations Manager

617-373-8160 voice

617.373.4055 fax

j.reger@neu.edu

Kevin McDevitt, Technical Operations Manager

617-373-2250 voice

617.373.4055 fax

k.mcdevitt@neu.edu

Bob Grier, Associate Director of Operations

617-373-2633 voice

617.373.4055 fax

r.grier@neu.edu

STAFF ASSOCIATED WITH EVENTS AT FENWAY CENTER

House Manager

This person coordinates all aspects of crowd control in the Front of the House. She/he trains and supervises ushers. She/he coordinates with the Technical Assistant and Stage Manager to decide when the performance will begin. He or she must be available to move throughout the room to solve any problems that might arise. He/she supervises any and all performers, as well as the Fenway Center staff. Additionally, she/he is responsible for enforcing all fire safety rules and regulations as well as working with detail officers to ensure the general safety of all patrons. If the House Manager feels that any safety precautions are not being met or that the performers or student group members are not following instructions, with the collaboration of the House Manager and Technical Manager, he/she has the authority to shut down the event.

Usher

Under the guidance of the Event Manager, the ushering staff is responsible for tearing tickets, checking wristbands, and answering patrons' questions. Ushers are also responsible for varied tasks involved in keeping patrons safe and meeting the requirements set by the Fire Marshal as well as the NU Division of Public Safety. This includes keeping order at the entrance as well as inside the entire venue for before, during, and after the show.

Stage Manager

The Stage Manager oversees the event performance. He/she works collaboratively with the Technical Assistant and acts as the liaison between all performers, student group/departments and Event Management staff. The Stage Manager is directly responsible for supervision of all performers, their call times, calling cues, as well as general time management. Often the Stage Manager, prior to the show, will work out details to coordinate the final performance set ups, timelines, green room/dressing room details, etc. Additionally, the Stage Manager is responsible for enforcing all fire safety rules and regulations as well as working with detail officers to ensure the general safety of all patrons. If the Stage Manager feels that any safety precautions are not being met or that the performers or student group members are not following instructions, with the collaboration of the House Manager and Technical Manager, he/she has the authority to shut down the event. In addition to the Stage Manager that the Event Management staff provide, a group may also bring their own Stage Manager if they want.

Technical Assistant:

Technical Assistants oversee the entire technical/backstage elements of the production, ; as well as work with the other technical staff like IS personnel to ensure that the event runs as smoothly as possible. Technical Assistants will work with the House Manager and Stage Manager to get the event started and keep the show running on time. He/she must be available to move throughout the venue to solve any problems that might arise. If the Technical Assistant on duty feels that any safety or fire precautions are not being met or that the performers or student group members are not following instructions, with the collaboration of the House Manager and Stage Manager, he/she has the authority to shut down the event.

Light Board Operator:

This is a subset of a Technical Assistant's duties. While a Technical Assistant is not considered a lighting designer, he/she can create and manipulate the lights to create different looks which will enhance the performance for the event.

Audio Engineer:

This is another subset of a Technical Assistant's duties. A Technical Assistant will set up microphones, run the sound board as well as play CDs and iPod. This person will be in the audio booth for the entire event.

Stagehand:

This is another subset of a Technical Assistant's duties. This person will assist in moving microphones, tables or any other set pieces etc. during a performance.

Ticket Center Staff

These staff members are trained to sell tickets and are the only people allowed in the Box Office/Ticket Center.

**Fenway Center
Event Cost Estimate**

This is a general estimate of costs associated with running a 4 hour event (includes set up and break down) in the Fenway Center. If your event has set up, break down or rehearsal times that will exceed than 4 hours and need a detailed quote, or have any other specific questions, please contact the Director of Operations, Kier Byrnes, k.byrnes@neu.edu.

Front of the House Costs	
House Manager 2 House Managers @ \$18/hour for minimum of 4 hours	\$144.00
Ushers 8 Ushers @ \$9.50/hour for minimum of 4 hours	\$304.00
Technical/Backstage Costs	
Stage Manager 1 Stage Manager @ \$18/hour for minimum of 4 hours	\$72.00
Technical Assistants 2 Technical Assistants @ \$18/hour for minimum of 4 hours	\$144.00
Ticket Center Costs	
Ticket Center Staff \$9.50/hour for minimum of 4 hours 2 used	\$76.00
TOTAL ESTIMATED COST:	\$740.00

OTHER POTENTIAL CHARGES

- These charges do not include rent (for external organizations) or NU Police detail fees.
- Please consult your Event Management contact before your event if you have any concerns regarding charges.
- **Note:** While the Event Management staff is glad to assist you, the IS department are primarily responsible for managing technical systems on campus. Information on reserving an IS specialist for your event, including rates, is located here. If you would like an IS technician on site in addition to the above staff, you must go to the IS website to request one: http://www.northeastern.edu/infoservices/?page_id=1034.

A four-hour minimum applies to all staff. If staff is used for more than four hours, then their hourly fees apply for the additional time they are needed.

This estimate is based on preliminary information presented to the Director of Operations and is subject to change. The Event Management staff reserves the right to require extra staffing per their analysis of the event as necessary. Similarly, any extra support is always available upon the client's request with advance notice.

If you have questions or need a more detailed quote, please contact the Director of Operations, Kier Byrnes, k.byrnes@neu.edu. Thank you.

Dimensions of the Fenway Center

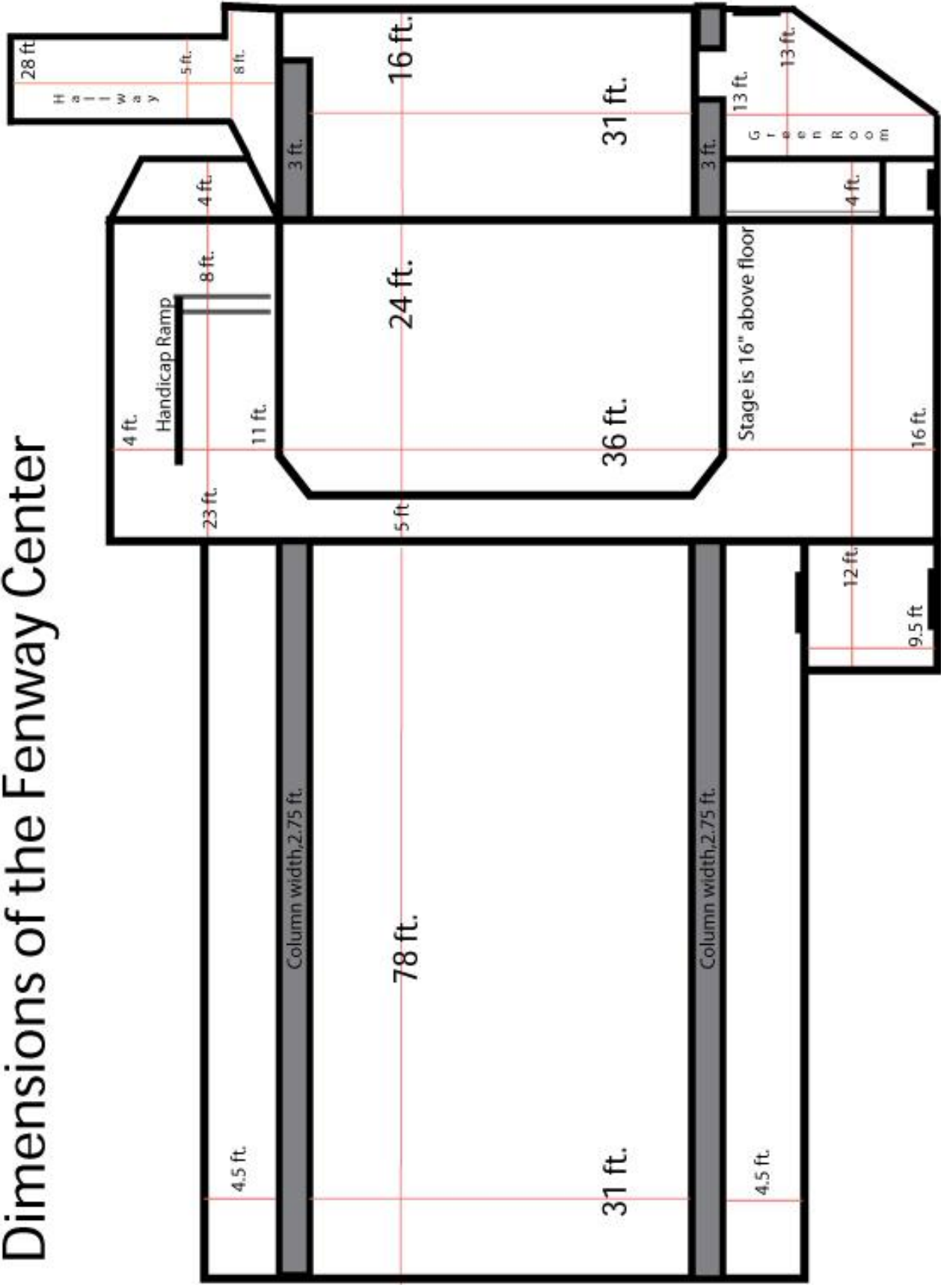


Diagram is not to scale. Lengths are approximate.