



FIRST-TIME RENTER GUIDE

Thank you for your interest in the Wilson Center at Cape Fear Community College! The purpose of this document is to inform first-time renters of important information regarding our reservation process, rental rates, cancellation policy and more. Please review this document carefully to determine if the Wilson Center is the right fit for your event.

For more information, including frequently asked questions, please visit WilsonCenterTickets.com/Rentals.

For any other questions, please contact rentals@wilsoncentertickets.com.

Hours of Operation:

The Wilson Center is open from 10:00 AM to 6:00 PM, Monday-Friday. All rental appointments must be scheduled in advance, walk-in appointments will not be accepted. Virtual appointments available. The staff follows the same holiday schedule as College staff. Ticket Central hours are 2:00 PM to 6:00 PM Monday-Friday.

Important Terminology:

- Cape Fear Community College (CFCC) = Sponsored events via another CFCC department or Student Organizations
- Cape Fear Stage (CFS) = Presenting arm of the Wilson Center (Please note: no external events may be branded as CFS unless approved by the Wilson Center management)
- Resident Renter = Commercial or non-profit group renting three (3) or more days within ONE fiscal year
- Fiscal Year = July 1 to June 30 (for example; July 1, 2021-June 30, 2022)
- Rental Coordinator = Point of contact for all things rentals: quotes, bookings, contracts, deposits, settlements, and anything else for all of your events. Include this person on all communication with other departments. This person will not necessarily be there the day of the show.
- Venue Representative = Point of contact for the day of your show. This person varies from event to event and the Rental Coordinator will notify you who this person is (the Rental Coordinator may also be the Venue Rep). This person is the main point of contact for Front of House logistics and should be included in all meetings about events to which they are assigned.

Maximum Fire Capacity:

Performance Hall maximum is 1,559. Seating capacity limits are set by the Office of the Fire Marshal and cannot be exceeded. Standing Room is prohibited in the performance hall and extra chairs cannot be placed anywhere in the house nor should more tickets be sold than the hall can legally accommodate. Venue will determine what your seating capacity should be based on a variety of factors.

THE RESERVATION PROCESS

Reminder: No date is guaranteed or should be considered firm until a signed contract is executed and all applicable deposits have been paid.

Reservation requests will be evaluated using the following priority levels:

ACCESS LEVEL 1: ALL CFCC EVENTS

ACCESS LEVEL 2: Resident Renters

ACCESS LEVEL 3: All other renters (general public)

These procedures should be followed to reserve space in the Wilson Center:

STEP ONE

Review this guide and the most current Wilson Center Rental Rate sheet to determine if the Wilson Center is the right venue for your event. Please consider:

- For all events, an advance reservation request of 12 months is strongly advised.
- For events where tickets will be sold to the general public, rental clients must provide proof of a successful track record of presenting events in large theaters or other venues of 1,000 seats or more. In addition, rental clients for ticketed events must demonstrate the commercial viability of their presentation including a marketing plan designed to deliver sales of at least 850 tickets.
- Date requests may be submitted for the next fiscal year beginning March 1 of that year, subject to availability (ex: dates open March 1, 2021 for the 2021-2022 fiscal year). After March 1, dates may be submitted year round for that current fiscal year, subject to availability.
- Requests are considered on a space-available basis.

STEP TWO

To request a date, complete the Event Inquiry form, found on the Rentals page of the website at WilsonCenterTickets.com/Rentals. That form will be forwarded to the Guest Experience Coordinator for Rentals & Branding. ***Please note that filling out a use form DOES NOT automatically reserve a space. It must be confirmed by the Rental Coordinator.***

STEP THREE

The applicant will receive an email or phone call notifying them of the status of their request — approved for a hold (generally 1st hold through 5th hold), denied, or more information is needed. If your date is below a 1st hold, that means there are other events on the calendar that may or may not secure that date ahead of you. Holds are placed on a first-come, first-serve basis. Only events with a 1st hold can move to the confirmation stage. If you do not have a 1st hold you may formally “challenge” the date by sending a request to the Rental Coordinator. The Rental Coordinator will reach out to the events with holds ahead of yours and notify you of any status changes. If challenged, potential renters have 2 business days to respond. There is, however, no timeline on challenging holds for internal college events.

STEP FOUR

Once your date is a 1st hold, the Wilson Center staff will contact the applicant to set an initial meeting to assess needs and fees. Following that meeting, the Wilson Center staff will generate a quote that will outline details of the services to be provided with estimated rental, technical, and ticketing fees. Ticketing and Technical staff may require an additional production meeting to discuss needs and generate a more precise quote.

STEP FIVE

Once the quote has been reviewed and accepted, the Rental Coordinator will generate a rental agreement for review by the applicant, including an invoice for the rental deposit (50% of the base rental fee). Payment options include:

- Checks (preferred method) - should be made payable to "Cape Fear Community College." Mailing Address: 411 N. Front Street, Wilmington, NC 28401.
- Credit Card - please inquire with the Rental Coordinator if you need to submit your deposit via credit card.
- Wire Transfer - please inquire with the Rental Coordinator if you need to submit your deposit via wire transfer.

STEP SIX

Upon receiving the signed rental agreement and deposit, the event is officially confirmed. ***The applicant must be approved, contracted and the deposit received before the applicant makes any commitments of any kind, including advertisements or announcements.***

POST-EVENT

Within 5-7 business days following the conclusion of the event, Cape Fear Community College will submit a settlement of the event which will invoice renters for the balance of the rental and fees plus any additional charges or payments determined by the Wilson Center staff. Within 15 days of completion of the event, any payments owed will be sent via the method agreed upon in the contract. All fees are due and payable to Cape Fear Community College within 15 days of the event. Events that occur directly before a college closure (for holidays, emergency shut-downs, etc.) will be settled within 5-7 business days of the college reopening.

RENTAL RATES & FEES

Base rent covers a portion of the cost of using and maintaining the equipment and facility, and applies during your physical presence in the building. The rental charges begin when the rental is scheduled to begin or the first representative of your organization enters the building and ends when the last representative of your organization leaves the building. If you request to load-in outside of your contracted hours or exceed the 8-Hour Minimum and Maximum, your rental is subject to the hourly overage fee of \$200/hour over your 8-Hour Minimum and Maximum. ***Please Note: If you use less than the 8-Hour Minimum included in your Base Rental Fee, the Base Rental Fee will not be discounted. Since the Wilson Center has a busy production schedule, all renter property must be removed by the renter at the conclusion of the agreement.***

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 invoice will be prepared at the time of settlement 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 as Wilson Center Management deems necessary. Crew size, call times, and duties are assigned and determined by the Technical Director. Only approved personnel are permitted to operate the Wilson Center equipment.

Base Rental Rate Includes:

Use of the designated rental spaces, restrooms, dressing rooms, lobby and backstage areas as available during the contracted rental period for approved activities; available basic stage lighting and house PA in that space; available Wilson Center volunteers.

Additional Fees will Apply for:

Venue Representative, Technical Supervisor, Security, Custodial, Maintenance, and additional personnel as determined by Cape Fear Community College and the Wilson Center. Technical labor, spotlights, wireless mics & stage supplies (gels, tape, etc.); storage of equipment outside contracted rental period and security; nonstandard Ticket Central and other services as determined by Wilson Center Management. Equipment inventory and pricing is subject to change. Renters are responsible for paying the rental fees of equipment that the Center cannot provide. A full list of rates and fees are available on the following page.

Important Requirements:

A deposit and signed contract/agreement are required to hold rental dates. Nonprofits must provide valid proof of current 501(c)3 tax exempt status. Commercial Renter cannot have non-profit signatory, unless they are presenting under their own non-profit status. Final expenses will be deducted in the settlement report out of the ticket sales. For non-revenue generating events, all estimated expenses are due prior to the event.

Please Note:

- 1. Failure to pay will result in event cancellation.**
- 2. Rental and equipment rates have been approved by the Board of Trustees of CFCC.**
- 3. Total rental fees consist of the base rental fee plus the personnel services, equipment fees, and other fees applicable per event.**
- 4. CFCC does not charge base rental fee to active military, approved government agencies, public schools in New Hanover & Pender counties, or all other approved organizations. Personnel, equipment and service fees will apply.**

When your event is completed, a final invoice will be prepared reflecting your actual expenses. Final payment is due within 15 days of receipt of this invoice. In the case of overpayment or ticket sales in excess of deducted expenses, a check will be issued by CFCC.

THE WILSON CENTER FACILITY RENTAL RATES



COUNTY/STATE/
GOVERNMENT AGENCY

NON-PROFIT

COMMERCIAL

PERFORMANCE HALL (CAP. 1559)

Monday-Thursday	No Base Rental	\$1,800	\$3,000
Monday-Thursday (Resident*)	No Base Rental	\$1,450	\$2,000
Friday-Sunday	No Base Rental	\$2,000	\$3,200
Friday-Sunday (Resident*)	No Base Rental	\$1,650	\$2,200

LOBBY ONLY (CAP. 2200)

Monday-Thursday	No Base Rental	\$1,800	\$3,000
Monday-Thursday (Resident*)	No Base Rental	\$1,450	\$2,000
Friday-Sunday	No Base Rental	\$2,000	\$3,200
Friday-Sunday (Resident*)	No Base Rental	\$1,650	\$2,200

WILMA W. DANIELS GALLERY (CAP. 130)

Monday-Thursday	No Base Rental	\$400	\$600
Monday-Thursday (Resident*)	No Base Rental	\$320	\$480
Friday-Sunday	No Base Rental	\$600	\$800
Friday-Sunday (Resident*)	No Base Rental	\$480	\$640

PLEASE NOTE:

- 8 hour daily minimum on all rentals
- All rentals over 8 hours subject to overages fee (including days which require staff breaks, as determined by Venue Staff—does not include labor, see additional fees below)
- Resident rate is for clients who rent the facility three or more times in a fiscal year. This status is activated upon the third rental in that fiscal year.
- Non-profits require letters verifying status. Rate not available to unqualified renters; not-for-profit must be primary renter on an event. County/State/Government Agency responsible for all fees above the base rental, including, but not limited to hours over 8, labor/personnel fees, and any other fees designated by Venue.
- All renters of venues are required to provide commercial or event general liability insurance with limits of no less than \$2,000,000 per occurrence with Cape Fear Community College named as additionally insured.

LABOR RATES & SERVICE FEES

FRONT OF HOUSE STAFF	RATE
Venue Representative	\$42/hr
Front of House Staff	\$28/hr
Volunteers/Ushers*	Included in Base Rental
Security	\$42/hr
Maintenance & Custodial (basic pre & post-event)	\$42/hr
Ticket Central Associate	\$28/hr
Reception & VIP Attendants	\$28/hr
ASL Interpreter (services must be coordinated by WC Staff)	\$60/hr

TECHNICAL STAFF	RATE
Technical Supervisor	\$42/hr
Production Manager	\$42/hr
Lighting Programmer**	\$28/hr
Stagehands***	\$28/hr

ADDITIONAL FEES	FEE
Performance Hall & Lobby Overages (Over 8 hrs)	\$200/hr
Wilma W. Daniels Gallery Overages (Over 8 hrs)	\$50/hr
Extensive Clean-Up Fee (need determined by Venue)	\$1000
Set-Up/Breakdown Fee for Lobby Furniture (does not incl labor)	\$250
Merchandise & Sale of Artwork Commission	20%
Service Charge for Arrangement of Rental Goods	20%
Failure to Provide Crew Adequate Break Fee†	\$50/person
Program Stuffing Fee (with at least 24 hour lead time)	\$50/show
Rush Program Stuffing Fee (less than 24 hour lead time)	\$200/show
Guest Parking Passes	\$5/pass

TICKET CENTRAL FEES	FEE
Ticketing Services (Admission-charged event)	\$500/performance
Ticketing Services (Admission-free event)	\$2000/performance
Credit Card Fees (% of gross cc charges for event)	3.5%
Facility Fee (charged per ticket to buyer)	11% (15.5% web)
Phone Bank Set Up (for larger event on-sales, labor not included)	\$250/day
Refunds	\$5.50/refund
Changes to Set Up (discounts, promos, price codes, sales, etc.)	\$50/change
Cancellation/Postponements (+ 7% of all credit card sales)	\$5000/performance
Returned-check Fee	\$25/check
Complimentary Tickets (first 50 included)	\$2/ticket
Rush Set Up (less than 10 days from on-sale date)	\$150/performance
Consignment Tickets (tickets printed by WC, but sold elsewhere)	\$5/ticket
Unauthorized Ticket Sale Penalty (sales not approved by TC)	up to \$7500
Subscription Package (link performance & create package)	Included
VIP/Fan Club Package Coordination	\$250/event
Group Sales Coordination Commission	5% of order

For all rental inquiries and questions, please contact the Wilson Center Rental Coordinator at rentals@wilsoncentertickets.com

PLEASE NOTE: There is a 4 hour minimum on all labor. All labor must be performed by Wilson Center Staff & is determined by the Venue.

*Must be arranged one month prior to event

**If lighting design is required through a house Lighting Designer or if a LD will be provided, the programmer will need a min of 8 hours to hang, focus, and write cues before star of show. A 4 hour run through is also required for a total of 12 hours min.

***Stagehands include Riggers, Electricians, Carpenters, Audio, Props, Rail, Wardrobe, Hair, Loaders, Pushers, Camera Operators, & Switchers

†Labor is estimated based on an 8 hour day. Crew requires 1 hour lunch break and two 15 min breaks. The 1 hour meal break must occur between the 3rd and 5th hour of work. If the meal break provided is less than 1 hour, renter must provide food for all crew and at least a 30 minute break. Failure to provide adequate breaks will result in fee.

TECHNICAL EQUIPMENT & PRICING

AUDIO	FEE
Wireless Microphones (2 included, up to 8 total channels)	\$50/mic
Monitor Wedge (up to 8 total)	\$25/wedge
Monitor Console (labor not included)	\$300
Split Snake	\$250
16 Channel Snakes	\$50/snake
Shure Dynamic Microphones (included stand)	\$25/mic
Cardioid Microphones (included stand)	\$50/mic
Entire Microphone Package (labor not included)	\$250
Audio Recording (microphones not included)	\$200
Bose PA (1 wired mic & 1 1/8" to xlr connector included)	\$100

LIGHTING	FEE
2K Super Trooper Spotlights (2 available)	\$100/spot
Rogue R2 Spots and Beams (up to 10 each)	\$75/spot
Consumables (Gels, Gobos, Tape, etc. - need 3 weeks advance)	Actuals
Booms (up to 4 instruments per boom)	\$25/boom
Box Truss (per 10' section, 60' available)	\$100/section
Lighting Ladders	\$50/ladder
Additional Cyc or Scrim	\$150/cyc or scrim
Advanced Lighting (per availability)	\$250

BASIC AUDIO PACKAGE

- Two channels & two microphones
- One Console (Yamaha M7 or QL5)

BASIC LIGHTING PACKAGE

- Top wash, front wash, cyc wash
- 5 Chauvet Rouge R2 spots

CAMERA & LIVESTREAM PACKAGE

- Three 4K cameras, one switcher (including staff)
- An HD 1080p livestream to a secure viewing page for ticket buyers
- Livestream ticket set up, coordination, and customer support
- Record and/or stream up to two performances
- HD 1080p file of final stream for download
- Able to provide 4K footage from each camera if requested, renter must provide the memory cards at their own expense

OTHER TECHNICAL EQUIPMENT & FEES	FEE
Camera & Livestream Package	\$2250
Risers (4x8 platforms, any height up to 3')	\$50/platform
Stairs	\$25/set
Orchestra Shell (any configuration)	\$400
Marley Dance Floor (up to 6 panels)	\$350
Steinway Model D Grand Piano (includes tuning)	\$200
Choral Risers (up to 8 sections)	\$100/section
1/2 Ton Chain Hoists	\$100/hoist
Radios	\$10/unit
Radio Ear Piece/Remote Speaker Unit	\$10/unit
Projector & Screen (per availability)	\$400
Wardrobe Room (includes washer & dryer, steamers, & iron)	\$100/day
Water Coolers	\$25/cooler/day
Hazer (does not include Firewatch, Firewatch required)	\$100
Firewatch	\$100

CONCESSIONS, VIP, & MARKETING SERVICES

CONCESSIONS

- Determined by the Venue
- No Commission to Renter
- Renter determines if food/drink permitted inside Performance Hall

FOOD

- Catering allowed with copy of catering contract and insurance
- No cooking on-site unless approved by Venue
- Venue does not setup or advance hospitality needs for rental events
- Renter is responsible for disposing and clearing of catering

ALCOHOL

- No outside alcohol allowed in the Venue
- Special tastings require additional permits
- Venue is permitted to sell beer & wine only

OPERA BOX SERVICE	FEE
Full Service (includes 2 complimentary beverages per guest, basic snack setup, & 1 attendant - 6 boxes available)	\$500/box
Attendant Service Only (no set-up, one attendant to take orders & retrieve from concessions)	\$28/hr

EVENT SERVICES	FEE
VIP, Gala, and/or Meet & Greet Event Set-Up	\$500
Reception: Commercial (includes exclusive use of Grand Tier)	\$250
Reception: Non-Profit (includes exclusive use of Grand Tier)	\$100
Reception: County/State/Gov't (includes exclusive use of Grand Tier)	\$100

ADDITIONAL SERVICES & FEES	FEE
Open Bar	\$17/person
A la Carte (pay actuals for items purchased, range from \$4-\$10)	Actuals
Cash Bar (Guest pay for their own drinks, does not include labor)	Included
Table & Chairs (Two 6ft table set-ups included, includes linens)	\$25/table
Lobby Table Set-up (Venue determines location, 30 days advance notice, allowed only in Orchestra & Grand Tier Lobby)	\$25/table + set-up/ breakdown fees

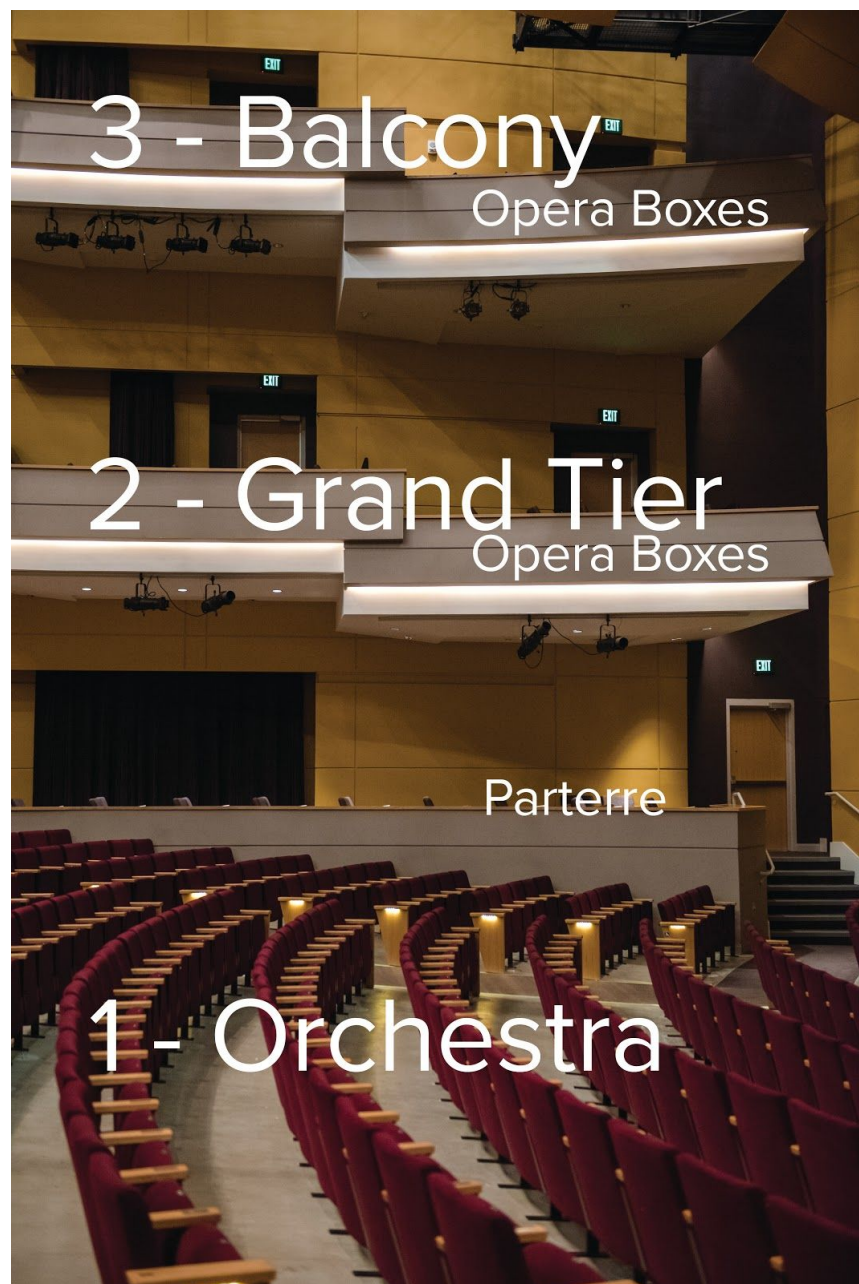
MARKETING SERVICES	FEE
Single Position Lobby Banner (banner print included)	\$250
Two Position Lobby Banner (banner print included)	\$400
Pre-Sale E-Blast	\$275
Promotional E-Blast	\$500
Follow-Up E-Blast	\$300
Marketing Services (one hour minimum)	\$42/hr

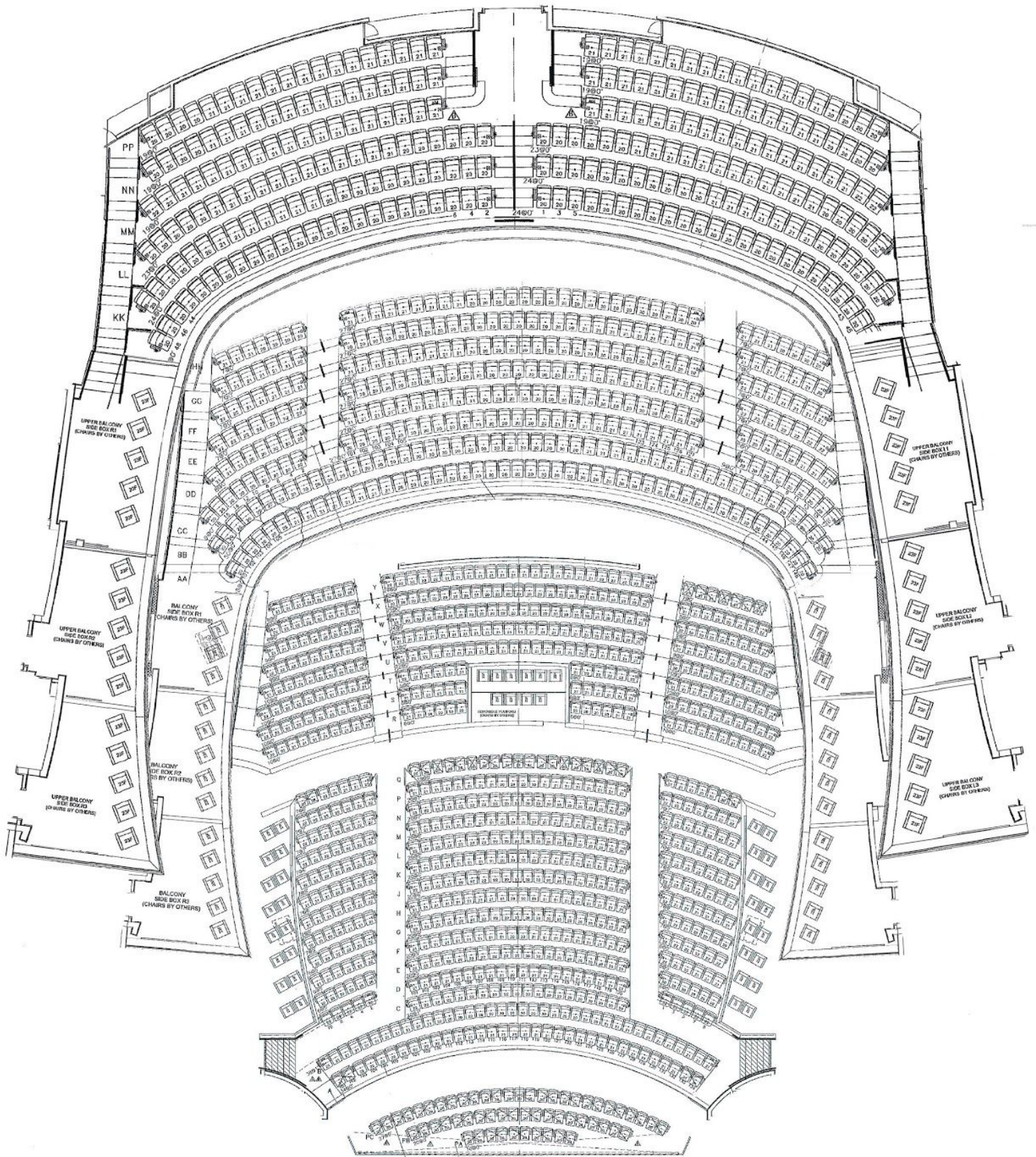
PLEASE NOTE:

- Some quantities are limited; inventory is on a first-come, first-serve basis. Please check with the Rental Coordinator for availability.
- All equipment is to be set-up by Wilson Center and Cape Fear Community College staff and remain the property of CFCC.

PERFORMANCE HALL SEATING CAPACITY & CHART

Pit Seating	55
Orchestra	832
Grand Tier	350
Balcony	252
Box Seating	68
TOTAL CAPACITY	1557





CANCELLATION POLICY

The parties to this Agreement recognize and agree that this is a revocable, limited, and non-exclusive license. Further, the parties hereto recognize that this license may be canceled, in whole or in part, by Venue with or without cause upon giving notice to the Renter. For the purposes of this agreement, notice shall include any physical or electronic means of communication including personal notice, verbal notice and without limitation, telephone voice-mail, electronic mail, text message, or fax. Notice shall be effective upon transmission by Venue. In the event of such cancellation, Renter's sole exclusive remedy is Venue's refund to Renter of any sums paid by Renter to Venue hereunder. The parties shall thereafter have no rights or obligations whatsoever with regard to the License.

In the event Renter shall desire to terminate this License for cause deemed sufficient by Venue, in its sole discretion, and in the event Renter shall provide at least sixty (60) days prior written notice of such desired cancellation, Venue may allow termination by Renter, whereupon Renter shall be responsible for fifty percent (50%) of the rental charge and service fees described herein.

If Renter fails to give sixty (60) days' written notice of desired cancellation, Renter shall not be entitled to refund of any rental charge or service fees described herein, and shall remain fully liable therefor. In the event of a cancellation, any expense incurred on behalf of the Renter will be included in the fees due from the Renter.

These may include:

- Ticketing platform fees (max. \$5/tkt)
- Credit card fees (3.5% of all credit card purchases)
- Hourly staffing rate for processing of refunds (avg. 20-30 refunds/hour)
- Automated phone call to announce cancellation (\$0.15/call)
- Fifty percent (50%) of the rental charge
- All technical expenses incurred on the Renter's behalf
- Any and all reasonable labor expenses incurred as a result of work performed for the Renter's event

Original ticket purchase price shall be fully refunded to ticket buyer; no facility fees or sales tax will be kept by venue.

In the event of termination of this License Agreement, the former Renter may reapply to use the Premises at such other times as they may be available.