



SAN JOSE THEATERS

Theater User Guide



SAN JOSE
THEATERS

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A Note from the General Manager

Dear Client,

Welcome to the San Jose Theaters! We look forward to working with you on your event and are committed to ensuring that you have a productive and enjoyable experience.

The mission of the San Jose Theaters is to provide excellent professional services and exceptional customer care, setting the stage for the success of your event. Our highly experienced staff includes experts in sales, marketing, event services, production, food and beverage, safety and security, operations, and ticketing. We have partnered with local labor unions, the San Jose hotel community, and the San Jose arts community to build an environment that will allow you and your guests to have a fantastic event in our San Jose Theaters.

Enclosed is the most up-to-date information we offer about our theaters, although changes may occur after we publish this guide. The most current information can be found in your Facility Use Agreement and on our website at www.SanJoseTheaters.org. Also, please feel free to contact your Event Services Manager with any specific questions you might have.

We appreciate your business and are glad you chose the San Jose Theaters managed by Team San Jose for your event. We look forward to working closely with you and encourage you to advise us of your event needs and expectations.

Sincerely,

John Ciulla
General Manager & Director of Entertainment
San Jose Theaters | Team San Jose





Theater General Information

Please feel free to utilize the addresses and descriptions below in your marketing materials. However, **please do not use these addresses to ship items** directly to our theaters without the prior approval of your Event Services Manager. For complete floor plans and technical specifications for each theater, please refer to our website at SanJoseTheaters.org.

San Jose Civic
135 West San Carlos Street
San Jose, CA 95113

The San Jose Civic is a designated city landmark, circa 1936, designed by Binder & Curtis in the Spanish California Mission style. Its lobby features painted wooden beams with Native-American designs. The Montgomery Theater is attached to the San Jose Civic. The former San Jose Redevelopment Agency funded \$11 million in renovations, with the City of San Jose and San Jose Theater Preservation Fund picking up the rest of the capital investment needed to fully renovate the historic venue, totaling \$15 million. These renovations, completed in October, 2012, range from patron experience items such as new lighting and sound, new exterior lighting, new concessions, restoration of restrooms, installation of a Wall of Fame and new signage, new seats, new interior and exterior painting to building operational items including boiler replacement, upgraded dressing rooms, addition of ADA accessible elevator shared with the Montgomery Theater, a new security system, a new heating system and seismic upgrades.

This intimate, historic indoor venue, located in Downtown San Jose, hosts a variety of shows, concerts, corporate meetings and general sessions, family shows, fundraiser galas, banquet dinners and other events looking for a mid-sized theater with 2,850 seats. The main floor of the San Jose Civic can offer banquet style seated dinners to accommodate up to 500 guests for proms, galas, weddings, or corporate dinners. A variety of spaces within the venue such as the Legends Room (just off the main stage), and the Sky Bar (located on the 2nd floor of the building overlooking the Convention Center), make perfect locations for pre- or post-show cocktail receptions, media areas or breakout sessions. An array of backstage dressing rooms allow performers to feel at home.

Center for the Performing Arts (CPA)
255 Almaden Boulevard
San Jose, CA 95113

Built in 1972 by the Frank Lloyd Wright Foundation, this theater offers large windows throughout the entryways filled with natural light, allowing spectacular views of downtown San Jose. Ample spacing throughout entry areas is ideal for cocktail receptions or registration tables. A full-service Box Office makes ticketing quick and convenient for all performances programmed at the theater. The Ridder Lounge, also located inside of the venue, offers a swanky reception area for 150 adjacent to the outdoor courtyard. It come equipped with built-in concessions and a bar area, making it a perfect space to host VIP cocktail





parties, serve as an event press/media room, or accommodate a post-event reception. Events at the Center for the Performing Arts are supported by full staging facilities, reception, box office, concessions, coat check for patrons, rehearsal rooms, VIP reception areas, and an elegant intimate after-theater area. The theater features continental-style seating (no center aisle-ways) with 2,608 seats. It can also accommodate up to 8 wheelchair seats. The Center for the Performing Arts is home to Broadway San Jose.

California Theatre
345 South First Street
San Jose, CA 95113

On opening day in April 1927, Hollywood stars came to celebrate the opening of this lavish 1,122-seat theater, known today as one of the best-preserved examples of late 1920s motion picture houses in the United States. The original California Theatre, known as the Fox Theatre, was once said to be “the finest theater in California”. Construction began in July 2001 to renovate and restore the beautiful building. The \$80 million dollar restoration was funded by the Redevelopment Agency of the City of San Jose and the Packard Humanities Institute, which financed over one-third of the project cost. There are 20 rows of seats in the orchestra section, five rows in the grand tier, and six in the mezzanine. Acoustics are excellent in all areas of the theatre. The intricately restored gallery-foyer and auditorium are surrounded by entirely new conveniences and comforts, including elevators, ample restrooms upstairs and down, a magnificent gallery, a foyer and even a courtyard complete with fountain.

Montgomery Theater
271 South Market Street
San Jose, CA 95113

Built in 1936, the theater retains its historic charm and offers audiences an intimate experience for every performance. With an elegant appearance and contemporary upgrades, the Montgomery Theater hosts a variety of local cultural and performing arts organizations, as well as corporate meetings and private events. The theater shares an elevator with the San Jose Civic (the venue next door which is connected directly to the Montgomery Theater), allowing the balcony access to be even more convenient for guests. The beautiful courtyard in front of the building, just off the spacious lobby entryway with a built-in concession booth, makes for a perfect outdoor location for entertainment, registration, or a cocktail reception prior to your event.





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Theater Booking Process

Sales Department

- Complete the theater application to hold space in our calendar and to receive a formal estimate of expenses associated with the event
- Request a Facility Use Agreement to secure the date and to begin the planning process



Website Event Listing & Digital Marquee Services (Michael Pease)

- Client completes Event Info form @ sanjosetheaters.org/event-information-form/ to inform website event listing, including:
 - Event description, image, dates & times
 - Ticket pricing and purchase info
- For public events:
 - Client receives info about free marketing opportunities with SJT
 - Optional: Client provides assets for free placement on website, digital marquees, etc.

TSJ Ticketing Department *Applicable to TSJ ticketed events ONLY* (Michael Re, Laura Fitzsimmons, Patrice Bigbee)

- Work to determine ticket scaling for the theater
- Provide requested imagery and event details for TSJ Ticketing website
- Work to determine e-blast scheduling and special ticket offers

Event Services Department (Leticia Peña, Katy Patterson, Tiffany Peterson, Kevin Lee, Evelyn Pina, Richie Alcocer)

- Work on all front of house details
 - Confirmed times for load in, set up, event start, intermission, event end
 - Catering Menus when applicable
 - Event setup details
 - Front of House staffing (Ushers, SJPD, EMT, Security)
- Confirm updated front of house costs as reflection of updated event information
- Post event, work on final settlement including invoicing, ticketing, any potential credit/reimbursement

Production Department (Bob Ouellette, Bob Bones, Paulo Presotto)

- Work on all production details
 - Confirm event technical needs based on rider and advancing details
 - Order production labor (Stagehands)
 - Request outside rental items when applicable





Theater Sales

Our Theater Sales Department is the first point of contact for every event held at the San Jose Theaters. Our sales team will work closely with you to answer any questions you might have throughout the preliminary phase of the rental process.

Following your completion of our Theater Application, our theater sales department will provide you with an initial estimate for your event (based upon your application or corresponding rider) and will go over any questions that you may have prior to contracting. A contract (Facility Use Agreement) is drafted based upon your initial estimate and then the final figures will be relayed at the point of settlement by your Event Services Manager as often times event needs and timelines change throughout the process.

Following your review of your Facility Use Agreement, we request your formal signature with the date on the last page. Along with your signed contract, we request an initial deposit (deposit schedule listed on the first page of the Facility Use Agreement) and a Certificate of Insurance and Endorsement.

When it is time to rebook your event, contact Jennifer Anson and Jane Gonzales in our Sales Department (contact information located on the Meet the Team page).

For a complete list of venue rental information including our application, questionnaire, theater technical specifications and event services and fees, please visit sanjosetheaters.org/theater-rental-information/.





Insurance

All events held at the San Jose Theaters are required to have liability insurance coverage. The primary purpose of this insurance is to cover the people who will be attending your event. This type of insurance does not cover items such as theft, malicious damage, worker's compensation, or automobile insurance. California state law requires you to have worker's compensation insurance whenever anyone is working for you and/or automobile insurance whenever you or any of your employees are using a motor vehicle.

Certificate of Insurance

The certificate should have "Team San Jose" listed as the certificate holder with the following address: **408 Almaden Boulevard, San Jose, CA 95110**. Please note that all move-in/rehearsal days, event days, and move-out days need to be included in the coverage dates. Please send this to us by the date outlined in your Facility Use Agreement.

Insurance Endorsement Form

In addition to the Certificate of Insurance, you are required to provide an Endorsement Form naming the following as additional insured: "Team San José, its officers, agents, employees and volunteers, the City of San José, its officers, agents, employees and volunteers, and the Redevelopment Agency of San Jose, its officers, agents, employees, and volunteers". Please send this to us by the date outlined in your Facility Use Agreement.

For any questions related to insurance requirements or deadlines, please contact Mike Reiswig at bookingmanager@sanjose.org.





Marketing and Online Content

Once your event's date and venue have been confirmed with our Theater Sales Department, you should consider how you are going to most effectively market your event. While the strategy and execution are in your hands, San Jose Theaters has some free tools at your disposal.

San Jose Theaters Website - SanJoseTheaters.org

Event Listing: Once your event has been confirmed, please fill out the Event Information Form at sanjosetheaters.org/event-information-form/. (This short form is different than the Rental Inquiry and Application forms you may have already submitted). If it is open to the public, your event will have its own page and will be listed on multiple SanJoseTheaters.org calendars.

Additional Team San Jose Website - SanJose.org

After you have submitted your Event Information Form and a SanJoseTheaters.org listing has been published, your event (if it is open to the public) will also appear on SanJose.org, which lists events from the greater San Jose area.

Opportunities for Free Promotional Exposure

Following our receipt of your Event Information Form – and if your event is open to the public (as opposed to private/invitation-only events) – you will be entitled to receive a Marketing Opportunities Guide based on which theater is being rented. In case you want to create marketing assets to be displayed, this Guide will provide you with content requirements, image specifications and additional information addressing the following areas:

- Digital Marquees: Multiple marquees are available to showcase your event, based on the venue.
- Digital Screens: Our Convention Center, conveniently located near the theaters, has over 20 screens which can display a digital asset you provide.
- Posters: Interested in printing a poster to display at the theater hosting your event? Our staff can hang one for you, as space allows.

Additional Notes

- Michael Pease, Theater Marketing & Online Content Coordinator, is your contact person for website, marquee, and marketing questions. You can email him at mpease@sanjose.org. (Please include your event's name in the subject line.)
- Your marketing assets must include the correct name of the Theater hosting your event. (Common mistakes include: "San Jose Civic Center/Auditorium" instead of "San Jose Civic," "California Theater" instead of "California Theatre.")





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- Any event marketing materials created by you, the client, should be approved by our team prior to public display. San Jose Theaters will not be responsible for reprinting fees due to improper size or inaccurate venue information.
- We can provide venue logos for use, upon request.
- For public events, additional marketing opportunities (e.g., sharing videos, distribution of client-created press releases) may be available at the discretion of our staff.





TSJ Ticketing

Once you have officially contracted your event and it is fully executed by Team San Jose, it is time to get it ticketed and on sale. TSJ Ticketing is our in-house, full-service ticketing provider. We provide a secure, hosted internet solution to producers and organizations presenting shows, concerts, or events in theaters managed by Team San Jose.

TSJ Ticketing requires the following information to build your event in our system. Upon receipt of all the information below, we will create and begin selling your tickets within (3) three business days.

- **Ticket pricing and scaling information.**
 - o A seating chart of the facility you are using will be provided to you.
 - o How will your seats be priced for the event? Is your event general admission or reserved?
 - o Are some seats to be reserved as VIP seats with specific pricing associated?
 - o Will you be using the balcony?
 - o Once you provide the base ticket face value, we will then add the Facility/Preservation and Convenience fees to be passed on to the consumer.
 - o Final seating maps must be approved before going on sale.
- **The exact Date(s) and Time(s) of your performance(s).**
- **The exact text that you would like printed on your ticket.**
 - o There are (3) lines of text available to you with a maximum of 25 characters per line.
 - o The system automatically prints the date and time, selected venue, as well as seat locations (if reserved) on the tickets. Tickets are printed in black and white only, no graphics.
 - o Print at Home or will call method of ticket deliveries are available to all customers when purchasing from TSJ Ticketing online or by phone.
- **Would you like TSJ Ticketing to sell your tickets for you?**
 - o If so, there is an additional Service fee that the *customer* will pay that covers our administrative costs.
 - o Our Fee Structure sheet is included below.

Ticketing Fees:

\$1.00 per ticket Printing Fee (Consigned tickets only)

\$1.50 per ticket sold Theater Preservation Fee

\$2.00 per ticket sold Facility Fee (\$1.00 for non-profit organizations)

TSJ Ticketing Credit Card & Convenience Fee Structure will be provided once ticketing information is received.





Ticket Purchase Methods:

- Online with the option for mobile, print at home, or hold at Will Call.
- Over the phone at 408-792-4111, Tuesdays-Saturdays from 12pm-5pm.
- San Jose Box Office, located at the San Jose Civic (135 W. San Carlos St), Tuesdays-Saturdays from 12pm-5pm.

More Services when using the TSJ Ticketing System:

- TSJ Ticketing offers a staffed ticket office at the venue, when using TSJ Ticketing or Ticketmaster, during your performance to sell tickets to walk up customers, distribute will call tickets, provide scanners (if applicable) to ushers at all points of entry (Civic, CPA, California, and Montgomery Theaters) to ensure no duplications and an accurate drop count, and provide on-site expertise to answer all questions and resolve any problems.
- TSJ Ticketing provides a complete and accurate box office report displaying the number and dollar amount of tickets sold by source (i.e., internet, phone, etc.), drop count and comps within 24 business hours of the close of your event. A full settlement report is provided by your Event Services Manager along with your final event invoice. This report will show # of Tickets sold, revenue collected, fees deducted, and amount of refund due to you from those sales. This amount will show as a credit line on your final event invoice.
- TSJ Ticketing may provide a daily or weekly sales report once the event goes “on sale” through the final performance.
- TSJ Ticketing can help in the promotion of an event via email blasts to individuals known to attend like events in the surrounding area. These email blasts are not guaranteed and need to be scheduled as far in advance as possible.
- Your event is listed on sanjosetheaters.org and is searchable by the title of the event with easy click-through for purchase.
- TSJ Ticketing fees are lower than other popular ticketing solutions.
- **Would you like us to print your tickets for Consignment (sell all or a portion of them on your own)?**
TSJ Ticketing can print out your tickets in advance for you to sell in the outlets of your choice. **Your consignment tickets may not be made available for sale through any other electronic ticket medium other than TSJ Ticketing.**
 - You must pay the Facility/Preservation Fees and a \$1.00 per ticket printing fee, which will be deducted at settlement.
 - You must sign a TSJ Consignment Ticketing Agreement before tickets are released to you.
 - You may then return any unsold tickets within **2 business days** of the start time of your show, and you will be credited back the Theater Preservation and Facility Fees. The ticket Printing Fee is non-refundable.

Other Ticketing Systems

If you choose not to use the TSJ Ticketing System, you will be required to provide the following:

- Seating chart for approval prior to on sale.
- Daily/weekly sales report
- Provide your own Box Office staff and ticket scanning devices on the day of your event.
- **A final Audit/Sales report along with an attendance drop count are due to us night of show or no later than the following morning before 12:00pm.**

For more information on TSJ Ticketing, please contact our Director of Ticket Operations, Michael Re at mre@sanjose.org.





Event Services

Our Theater Event Services Team provides every event with a principal source of information, both inside the theaters and within the City of San Jose. The Theater Event Services Team is accountable for the success of each event. Your Event Services Manager is responsible for receiving all of the event requirements, assuring that all events are well planned and smoothly executed. The three areas of focus are pre-event planning, event day(s), and post-event reconciliation. Please reach out to the Director of Theater Event Services at the contact information located on the Meet the Team Page for more information.

Here is a list of details needed prior to the event to ensure success within our theaters:

Important Dates and Deadlines

Final event timelines and requests must be submitted to your Event Services Manager no later than **30 days prior to the first move-in date** and should include the following information:

- Ticketing or registration information
- Day-by-day agenda of all activities, including start and stop times
- Room setup requirements
- Sound and lighting requirements
- Telephone and internet installation requirements
- Sound, lights, video, and staging equipment requirements
- Power usage plans
- Food and Beverage orders
- Staffing plans and requirements
- Parking and transportation plans
- Signage plans
- Contact names and phone numbers of key event staff members
- Contact names and phone numbers for all contractors providing services

6 months before Event Date

- Preliminary schedule of events submitted

60 Days before Event Date

- Certificate of Insurance due
- Remaining rental due





30 Days before Event Date

- Stage plans and all sound, lighting, video, and staging requirements due

21 Days before Event Date

- Layout modifications need to be submitted to the SJFD and confirmation of approval given to TSJ

14 Days prior to 1st Move-In Day

- Signed Event Resume due
- Food and Beverage guarantees due

1st Move-In Day

- Pre-event meeting
- Move-in and -out inspection tours

Non-Contracted Event Hours

All aspects of your event should occur within the time frame outlined in your Facility Use Agreement (FUA). Additional charges will apply if your event begins or extends past the contracted times.

Upon Event Completion

- Complete the post event survey located at <https://www.sanjose.org/meet/survey>
- Payment of any outstanding balances owed

**If the information required above is not provided to the Event Services Manager within the timelines shown, Team San Jose may need to create labor schedules for your event and order equipment or product for you. Necessary changes to schedules or orders prepared by your Event Services Managers without your specifications may require additional fees for labor, equipment, or product. Team San Jose will not be liable for any financial burdens.*

Noise Levels

Other functions may be scheduled in different San Jose Theaters at the same time as your event. Therefore, each Show Manager or Event Organizer must ensure that amplified sound used in connection with your event shall not disrupt or interfere with other events or persons using the facility. Furthermore, each Show Manager or Event Organizer shall immediately comply with a Team San Jose Event Services Manager's request to reduce the noise generated by the event.

Smoking

By state law, and in the interest of public health, the San Jose Theaters has adopted a non-smoking policy. Smoking outside of the facility is only permitted at a distance of 20 ft. from the building.





Lost and Found

Lost and found will be collected by house staff during the event and be brought to the Event Services Office on-site. At the conclusion of the event, Patrons asking for items will be directed to the office. Any items not collected at the end of an event will be collected by TSJ Security logged and placed in the security office located at the San Jose Convention Center for approximately two months, after which time they will be donated to a charitable organization. For lost and found information, call the Administration office at 408-277-3500.





Food and Beverage

The San Jose Theaters are renowned for our impeccable, world-class service, truly delectable cuisine and a superb selection of menus that can be customized to any event or special occasion. Whether it's a casual brunch for 100 or an elegant sit-down dinner for 400, we feature vibrant international cuisine.

Our team of culinary wizards will use only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. From first course to last, we are committed to providing the very finest food and beverage experience. Team San Jose has the exclusive right to provide all food and beverage, novelty, and concession services in the San Jose Theaters. No outside food or beverages may be brought into the facilities. Please log on to the rental page of our website at <https://sanjosetheaters.org/theater-rental-information/> to view our current seasonal menus and beverage offerings.

Please also note:

- Labor is included with many services. Please refer to the online menus to see fees for enhanced services.
- Please see our Food and Beverage Terms and Conditions for service standards.

Catering

We're not your typical in-house caterer. We use fresh and local ingredients grown right here in the Greater Bay Area, supporting local farms and vendors and our mission of sustainability. Our menu is designed to create flexibility with a range of options and price points. Buffets, Plated 2-5+ Course Meals and Tour Catering include scrumptious menus packaged at a variety of price points.

- For Tour/Crew catering menus, please contact your Event Services Manager.

Alcoholic Beverages

Team San Jose has the exclusive right to provide all alcoholic beverages in our facilities. Team San Jose reserves the right to terminate the service of alcoholic beverages if your event is in violation of Federal, State, County or City laws relating to the service of alcoholic beverages or if deemed to be necessary for public safety reasons. All serving times must be in accordance with state law. All bar services will be closed down 60 minutes prior to the scheduled conclusion of each event.





Banquets

Standard banquet setups in the San Jose Theaters are based on 66” round tables with 10 chairs per table. Due to our insurance regulations, no leftover food or beverages may be taken from the premises. At the conclusion of the function, such food becomes the property of Team San Jose and is donated to local shelters.

Linen Service

Tables provided in all of our theaters do not include a linen covering. Tables in the theaters have a Formica top, except for round tables which have a wooden top. Any meeting set in rounds will be charged for the linen to cover the wooden topped rounds. Rates start at \$5.00++ per linen for a standard white linen square tablecloth. Clients are welcome to use outside companies for linen and chair rentals. Team San Jose will not set up rented equipment, the rental company must set and breakdown.





SAN JOSE THEATERS Concessions

- Concessions items are provided at most shows at the discretion of Team San Jose. Novelty sales must be arranged in advance with San Jose Theaters. **Arrangements for novelty concession selections must be made 6 weeks in advance.**
- No minimums required for standard concessions. Minimums may apply to novelty concession items.
- Please note that San Jose Theaters does not split concessions revenue with rental clients
- Menus items are selected based on show type, audience demographic, expected attendance and Theater. (Some facilities have kitchens and have the capability of serving hot food items.)
 - Clients should advise their event manager if there are any dietary restrictions to consider for their event, at least 3 weeks prior to the event. (i.e., all Vegetarian demographic, no alcohol for religious reasons, etc.)





Labor Partners

Team San Jose has enjoyed a long and productive relationship with union labor. Our exceptional customer service is directly attributable to our staff, as well as our strong partnership with local unions. We entered into an Exclusive Jurisdiction Agreement with 4 unions to formalize the best practices that have always taken place in our Theaters since opening.

The results have been a working environment in which both the Theaters and labor are committed to maintaining the highest level of customer satisfaction and to ensure that work is performed at a reasonable cost reflecting the highest level of efficiency, productivity and quality. Please see your Event Services Manager to discuss your labor needs for your program and associated rates for union labor.

Front of House Guest Services

IATSE B32 is our exclusive provider of the following services and will be required to provide the services. Contact your Event Services Manager for specific staffing levels and current rates. Your FOH Team will consist of the following positions. The number of staff will be determined by your event manager based on spaces used and expected attendance.

Staff Hourly Rates for all events; minimum 4 hours

Head Usher (More than 5 staff members) OR
Supervisor (less than 5 staff members)

Assistant Head Usher

Ushers

Searchers

Badge Checker/Door Guard

Coat Check

Ticket Taker

Security and Police

Event-specific contracted security should be provided through outside security contractors and/or off-duty police officers at the expense of the Client. All security providers must provide copies of current licenses and proof of insurance. Our Event Managers will coordinate with the contracted security provider to ensure familiarity of our building. A walkthrough of event specified usage areas will be conducted.

Please be aware of the following important security, police and fire department guidelines:

- Security is ordered to cover specific points in the venue and additionally by event needs.





- SJPD guidelines recommend 1 officer for every 500 people where alcohol is consumed.
- Layout modifications need to be submitted to the SJFD and confirmation of approval must be given to Team San Jose 3 weeks prior to an event.

San Jose Theaters is not responsible for the property of clients and guests. Our 24-hour security staff is responsible for safety and security in the public areas of the building. They will lock and unlock the facility at the appropriate times. They assist with enforcement of the Fire and Life Safety Regulations and are available to assist in medical emergencies, with lost and found items and in other ways as required. Show Management assumes all responsibility and liability for losses, damages, and any claims arising out of injury or damage to displays, equipment and other property brought into the San Jose Theaters.

Event Security

Show Management may consider arranging a security contractor to provide event security services from move in to move out. Any security contractor you choose must be qualified through Team San Jose to work in any of our theaters. Please note that pre-qualification does not imply endorsement of any provider by Team San Jose. If your event is a public event or large party involving large numbers of people, you will be required to provide Security for crowd control purposes. In some cases, we will require that you employ uniformed off-duty San Jose Police Officers to assure safety and control. This coverage would be in addition to independently contracted security that you must arrange for your event. If it is determined that coverage is required, the cost for retaining the officer(s) is the responsibility of the Event Organizer. Armed services are provided only by San Jose Police department. Contact your Event Services Manager and they can help you make these arrangements.

Contract Event Security Officers (*Exclusive, 4 hour minimum*)

- Customer-contracted rates vary by position. Your Event Service Manager will confirm the company available for the event and the hourly rates.

Police Officer Coverage (*Exclusive, 4 hour minimum*)

- The cost of SJPD coverage is set by SJPD Secondary Employment Unit. Your Event Manager can confirm the current hourly rate per officer and one-time call fee for the event.

Emergency Medical Technicians

If you have 500 or more in attendees at your event, Licensed First Aid staffing, provided exclusively through Team San Jose, is required onsite during any hours that your attendees are in our facilities. Based on attendance and assessed risk of patron behavior, additional EMTs may be required.

Staffing should start 15 minutes prior to the time attendees arrive and extend at least 15 minutes beyond attendance hours to allow for adequate setup and closing time.

In addition, we recommend you consider staffing at least one First Aid center during your move in/move out periods, as injuries tend to occur during this time.

Current rates will be confirmed by your Event Manager. Emergency Medical Technicians (EMTs) are trained in emergency response. EMTs carry oxygen, automated defibrillators, glucose paste, and first aid supplies. EMTs can give out aspirin and other





first aid supplies, assess a patient's need for a particular level of care, and take basic medical facts about the patient. EMTs cannot intubate a patient or start an IV.

You may also be required to provide a separate medical team for athletic events to ensure the safety of competitors. Wheelchairs, scooters, and crutches are not available through the San Jose Theaters.





Theater Operations

A pre-determined quantity of standard equipment will be provided complimentary with each venue rented as per the “Complimentary Services and Equipment” section below. Charges are applicable for equipment used that exceeds the complimentary allotment. Should your event requirements exceed our inventory, Show Management will be responsible for the rental costs of additional equipment. Your Event Services Manager can provide a list of local outside vendors for additional equipment needs. Following is a current inventory of the equipment available at the San Jose Theaters. Please understand that this equipment must be shared between concurrently running events, so be sure to confirm availability with your Event Services Manager.

Room or Lobby Set-Up

- Please provide your finalized set up requirement at least 30 days prior to your first move in day
- Please review the following list of available equipment for your event
 - Banquet Chairs
 - Tables 8’x18”
 - Tables 6’x18”
 - Tables 8’x30”
 - Tables, Banquet 66”
 - Tables, Tall or Short Cocktail 36”
 - Risers, 6’x8’x12”-24”
 - Risers 6’x8’x24”-36
 - Staging 6’x8’x48”-72
 - Step Units
 - Podiums
 - Merchandise Cabinets

In-House Seating for San Jose Civic

Please provide the Director of Ticket Operations with the proper in-house seating map 30 days prior to the event

Americans with Disabilities Act

Show Management will provide the following in compliance with ADA regulations:

- Setting up and running the event, including setting up seating and access ways in an accessible manner and removing physical barriers created in connection with the event
- Providing auxiliary aides and services where necessary to ensure effective communications to individuals with disabilities who participate or desire to participate in the event
- Ensuring that any event representative, including employees, contractors and subcontractors all comply with the ADA
- Modifying policies practices and procedures as necessary to enable individuals with disabilities to participate equally in the event
- Team San Jose approval of any aspect of Show Management’s activities is not an endorsement of ADA compliance





- Mobility Devices
 - Scooters: The use of electric scooters is permissible only under the provision of the Americans with Disabilities Act (ADA). Rental arrangements can be made directly with a local provider
 - Wheelchairs- San Jose Theaters does not have wheelchairs available for attendee use. Rental arrangements can be made directly with a local provider such as Scoot-Around at (888) 441-7575

Podium Signs

- Signage may not be attached to any Theater podiums with double stick tape, Velcro, duct tape or any high tack adhesives. San Jose Theaters can provide you with a specialized tape that may be used
- Any damage caused to podiums due to improper attachment of signage will be billed to your final invoice

Event Security/Badges

A critical part of event security is controlling the entrance/exit from your performance. It is important that the tour provides a pass sheet for the manager on duty as well as the touring staff. All Team San Jose personnel will have a picture ID card and/or will be uniformed. When necessary, please provide Team San Jose personnel with additional event badges. If for any reason you do not wish to allow Team San Jose personnel access in your authorized space during your show, your Event Services Manager must be notified in advance.

Emergency and Evacuation Procedures

For a copy of the Emergency and Evacuation Procedures, please contact your Event Services Manager

Theater Floor Plans

For the most up-to-date floor plans for each of our four theaters, please feel free and log on to our website at sanjosetheaters.org/theater-rental-information/





Cleaning

Our Maintenance Department sets a high standard for a spotless and clean environment to preserve the integrity of each historical venue we manage. To maintain this standard throughout each event, we maintain restrooms, lobbies, corridors, and other public areas as well as backstage areas.

Our Set-Up and Conversion crews will prepare our venues according to event specifications. In working directly with your Event Services Manager, your requirements are communicated and dispatched directly to our crews.

Public Space

The San Jose Theaters staff will maintain all public spaces; refresh trash receptacles and restrooms during your event. To support our green initiatives, we use products that are friendly to the earth.

San Jose Theaters

Standard cleaning includes cleaning of all carpet, trash receptacles and an overnight venue refresh. Additional fees will apply to any excessive amounts of trash (i.e., more than a 40 cubic yard dumpster). Last-minute requests will incur premium rates. Please check with your Event Services Manager if there is any area you are unsure about.

Decorations/Debris/Confetti Removal

- Based on labor needed for cleanup @ \$75.00 per hour
- Please ask your Event Services Manager for details regarding balloon restrictions and guidelines
- Client may not nail, staple, tape, hang or attach anything to walls, ceilings, fixtures, or floors
- Holes may not be drilled, cored, or punched and fasteners may not be attached to the floor or walls without prior written approval of theater management
- Adhesive backed decals and stickers may not be given out inside the Theaters or associated facilities by any client or individual. Any costs incurred by Team San Jose to remove any decals/stickers affixed to floors, walls, windows, doors, escalators, handrails, TSJ equipment, etc. inside or outside the facility will be billed to the client
- Spray painting, touch-up painting or use of cleaning materials (e.g., Armor All) on equipment may be done only after adequate protection on surrounding surfaces has been provided. Failure to provide protection will result in applicable charges at the time of clean-up
- All decoration, signage, etc. that is brought into the theater must be removed by the client. The theater must be restored to its original condition. An inspection will need to be coordinated with your Event Services Manager before departure
- Decorations may not be affixed to ceilings, painted surfaces, fabric or decorative walls
- All decorative materials must be flame-retardant in accordance with the City of San Jose Fire Codes. For more information regarding flame retardant requirements refer to the Fire Management Plan section of this Guide
- Glitter, gum, confetti, stickers and door or window decals may not be distributed or affixed inside the Theater without prior approval from your Event Services Manager
- Labor charges may apply for clean-up of decorative materials and Show management is responsible for ensuring that all affiliates of your event are aware of the decorations policy





SAN JOSE THEATERS

Any clean-up charges that must be imposed will be charged to Show Management

- Helium-filled latex or Mylar balloons are not permitted in our facilities and Show Management is responsible for the enforcement of this policy
- Balloon Arches and air-filled balloons are acceptable





Fire Department Rules and Regulations

Fire Management Plan

This plan is to provide information necessary to maintain acceptable levels of fire and public safety within the San Jose Theaters. These are the minimum fire safety requirements which shall apply to all events whether open or closed to the public. City of San Jose Fire Marshal is responsible for enforcing all fire and safety rules and regulations. The Fire Marshal is required to:

- Provide guidance to Show Management for floor plan preparation
- Review proposed floor plans and construction (including special suppression systems if required)
- Monitor the facility for prohibited processes and equipment from setup through show hours and dismantling
- Monitor all exhibitions to assure that interior finishes and furnishings meet code requirements
- Review the permit requests for use of restricted materials
- Make final inspection and approval of a show prior to opening

Fire Safety

- For safety, all groups, shows, events, etc. shall comply with all laws of the United States and the State of California, all ordinances of the City of San Jose, and all rules and requirements of the police and fire departments or other municipal authorities of the City of San Jose, and all rules and regulations from time to time adopted or prescribed by the San Jose Theaters for the government and management of the San Jose Theaters
- Nothing is permitted to block fire-fighting or other emergency equipment. This includes fire hose and extinguisher cabinets and fire pull boxes
- Aisles and fire doors must be kept free for use
- Helium tanks and helium balloons are not permitted in the facility
- Electrical as well as all other equipment must be Underwriters' Laboratory (UL) approved and gas-operated equipment must be AGA (American Gas Association) approved
- Flammable storage tanks are not permitted in the San Jose Theaters. If vehicles or equipment have such tanks (full or empty), they must be removed and placed outside the facility
- In accordance with National Fire Protection codes, open gas cans, gas, oil, propane, butane, helium or other gases may not be brought into the theater
- With advance approval by the City of San Jose Fire Marshal and the Production Manager, small propane cylinders, interchangeable on all propane appliances with a maximum net weight of 14.1 oz., used for soldering purposes, are allowed. The San Jose Theaters must be notified in advance
- Any exhibit that produces fumes must receive prior written approval from Facility Management
- The use of smoke or any theatrical haze may require a Fire Watch. Before turning on any such devices, the Theater Production Manager must be notified.

Prohibited Materials, Processes and Procedures

Use of the following materials, processes or equipment is prohibited:

- Blasting agents, or explosives
- Toxic materials including any substance regulated under California Proposition 65





- Flammable cryogenic gases
- Smoking within the facilities
- Fueling of motor vehicles
- Wood matches with all-surface strikes
- Cellulose nitrate motion picture film
- Aerosol cans with flammable propellants

Materials, Processes or Equipment Requiring Special Permit for Use

Use, display, or storage of the following materials, processes or equipment are restricted and subject to approval of the Fire Marshal and may also require a permit from the San Jose Fire Department.

- Natural gas fired equipment
- Open flame devices (including candles and cooking equipment)
- Events involving hazardous processing or materials
- Pyrotechnic displays
- Liquefied petroleum gas (ref: California Fire Code Chapter 38)
- When approved, LPG (propane) containers have a maximum water capacity of 12lbs. [nominal 5lb LP-Gas capacity] may be permitted to be used temporarily inside the venues for public exhibitions or demonstrations. If more than one such container is in one area, it shall be separated by at least 20 ft.
- All LPG (propane) containers must be separated and inaccessible to the public. Cooking and food warming devices shall be isolated from the public by not less than 48 inches (1220 mm) or by a barrier between devices and the public
- No dispensing from or refilling of LPG (propane) containers will be permitted inside of the San Jose Theaters
- Fossil Fuel powered equipment
- Lasers
- Hydraulically powered equipment using flammable fluids
- Radiation producing devices
- Flammable liquids
- Welding, cutting or brazing
- Other materials or processes judged by the Fire Marshal to increase the risk to fire and life safety

Please Note: All equipment must be UL Listed. Liquid and gas-fueled vehicles and equipment used for display, competition or demonstration within the facility shall be in accordance with the California fire Code, Section 2404.

The pertinent sub-sections are as follows:

- The location of vehicles or equipment shall not obstruct, or block means of egress
- Batteries shall be disconnected in an approved manner
- Vehicles or equipment shall not be fueled or defueled within the building
- Fuel in the tank shall not exceed one quarter of the capacity or 5 gallons (18.9L), whichever is less
- Fuel systems shall be inspected for leaks
- Fuel-tank openings shall be locked and sealed to prevent the escape of vapors





Special Approval

To obtain approval, the show manager shall submit in writing:

- The nature of the process or equipment to be used
- The quantity of restricted materials to be used
- Provisions that will be made to provide fire suppression or other life safety measures

This request must be submitted to the Fire Marshal 60 days before the show's first move-in day.

It will then be given to the Fire Marshal who will approve or reject the request. If a permit is required, instructions for applying will be stated.

Obstructions

- Nothing shall be hung from or affixed to any of the sprinkler heads or piping
- All exit doors shall always be in an operable condition
- Exit signs shall not be obstructed in any manner
- All entrances, exits, aisles, stairways, lobbies, passageways, and fire and life safety devices shall be always unobstructed.
- Any event requiring the use of either flammable or non-flammable materials in storage tanks is required to have the tanks secured so they cannot be tipped over
- The San Jose Theaters require ABC fire extinguishers be present anywhere storage tanks containing flammable materials are located
- Any vehicle using flammable liquid petroleum products as a propellant cannot have more than ¼ tank of such propellant in its storage tank. Storage tank caps must be locked or taped, and the source of the electrical supply must be rendered inoperable when in the facility (battery cables disconnected and ends taped). Exceptions may only be made with the written approval of the City of San Jose Fire Marshal





Preferred Vendors

The following vendors are preferred due to their working relationship with the San Jose Theaters and their adherence to our policies.

Internet and Telecommunications Needs

Smart wave
techservices@sanjose.org
Telephone: 408-792-4188
Contact: Dimi Atniel

Floral and Linen Needs

Bloomsters
Website: www.bloomsters.com
Telephone: 408-268-5518

Event Planning, Coordination & Design:

Amazae Special Events
Website: amzaespecialevents.com
Telephone: 408-249-2184
Contact: Crystal Lequang

Party Rental Needs

A Party Place
Website: apartyplace.com
Telephone: 408-871-0752
Contact: Bill Kelleher

Audio Visual Services

LMG
[LMG | Beyond Technology](http://lmg.com)
Steve Wehrle
Accounts Manager, SJCC
steven.wehrle@lmg.net
(408) 975-3423

DJ Needs

Big Fun Disc Jockeys
Website: bigfundj.com
Telephone: 800-924-4386
Contact: Woody Miraglia

Cakes

Jen's Cakes
Website: jenscakes.com
Telephone: 408-293-2253

Audio Rental

LJ Productions
Website: ljp.us
(408) 993-9999
Contact: Adrienne





Animals

Animals are not allowed in the Theaters unless they are service animals or part of a scheduled event (i.e., dog show or circus). The following policies must be observed:

- Animals must always be under the control of a handler.
- Animals may not be within 100 ft. of any food service area
- You are responsible for ensuring that any animal brought to the Theaters in conjunction with your event is treated in a humane manner and in compliance with all laws regarding transportation and handling of animals.
- Show Management must obtain any **additional insurance coverage** required to Team San Jose's Risk Management prior to allowing an animal to enter the Theaters.





Merchandise

Under California law, sellers of merchandise are required to have a valid California Seller's Permit and to collect and report sales taxes. Vendors and exhibitors at public shows, trade shows, craft fairs and similar events are sellers IF they sell merchandise OR take orders. You, as the show manager, MUST verify that your sellers have valid permits. Failure to do so can result in a substantial fine. Verification can be accomplished by requiring your sellers to provide you with the number of their permit and checking its validity with the Board of Equalization. Sellers can obtain a permit in person or by mail from any office of the Board of Equalization. For more information, contact State of California, Board of Equalization, 100 Paseo de San Antonio, Room 307 San Jose, CA 95113. The telephone number is 408-277-1807, Ext. 55. The California Sales permit application can be found at boe.ca.gov.





Engineering

Our Engineering Department ensures that heating, ventilation, air-conditioning, lighting, and other critical building systems work correctly for the safety and comfort of staff, attendees, and performers. Engineering relies directly on your Event Services Manager for event-specific details and requests provided by the Show Manager. Timely, clear, and concise information is essential to the success of any event.





SAN JOSE THEATERS

Production

Audio Visual Service/Equipment

We are happy to hire the equipment directly from the vendors as directed by the client. For convenience, vendor charges are posted to Team San Jose's final invoice. There are no additional charges for this service. We are all very flexible with any requirements you may have. All our theaters have sound and lighting equipment installed. House equipment is well maintained and all industry standard. It is often cost effective to utilize house equipment to reduce labor costs. You are also welcome to provide your own equipment at no additional fee or restriction of any kind.

Broadcasting/Televising/Recording/Taping Fees

I.A.T.S.E. Local 134 has full jurisdiction over the filming, streaming, video, and audio taping of any event within all Team San Jose managed facilities. Effective April 1st, 2020 record and broadcast fees as described in the parties, predecessor collective bargaining agreement, shall no longer be charged.

Television or Motion Picture Filming

Filming within the Theaters as part of an event requires a contract and a permit from Team San Jose. Contracts will be issued by the Director of Public Affairs. Any filming outside the Theaters or in other areas of the property may require a Photography/Filming permit from the City.

Freight Handling/Carrying

All work involved in the loading and unloading of all trucks, trailers and common and contract carriers, as well as the handling of empty crates and the operation of material handling equipment, is under IATSE Local 134 jurisdiction. The union also has the jurisdiction of the unloading, uncrating, unskidding, leveling, painting and assembly of machinery and equipment, as well as the reverse process.

Video Transmission Services

Custom Ku-/C-band satellite up/downlinks are facilitated via rooftop- and/or truck-mounted parabolic dish deployments with an unobstructed southern horizon. Land based SD/HD TV circuits are facilitated via ATandT TV-1™ and long haul VYVX™ cross connect circuits. In conjunction with in-house Audio/Video and Lighting provider Streamline Communications, DSS and Cable TV programming can be distributed via an in-house MATV infrastructure to target locations. Please contact Smartwave Communications for more information on these services.

Copyrighted Music

Client shall not cause or permit any copyrighted musical composition to be played or sung, whether amplified, televised, in the form of a mechanical recording or personal rendition, or otherwise, in connection with Client's use of the Facility, unless Client shall have first obtained all approvals and paid any license fee, or other fees required by the copyright owner. No copyrighted written or other material shall be displayed at the Facilities without appropriate license rights with respect thereto





Acceptable Interior Finishes and Furnishings for Stage and/or Lobby

Use of the following materials and furnishings is controlled:

- Drapes, hangings, curtains, and props
- Foam core board (PVC) shall be a certified flame-resistant type. **No exceptions**
- Poster paper and banners
- Decorative fabrics
- Christmas trees (cut trees shall be flame retardant by a State certified applicator and a current certificate posted in booth)
- Motion picture screens
- All other decorative materials, including plastics

All materials and furnishings shall be:

- Made from non-combustible materials; or treated and maintained in a flame-retardant condition by an approved flame-retardant solution or process
- Flame retardant treatments shall be renewed as necessary or after each cleaning. Identification showing the date and type of treatment and the firm that treated the material shall be located on, or affixed to all treated materials
- Approved by the Fire Inspector when containing material constructed of plastic. (Note: Oil paper, tarpaper, sisal paper, nylon, Orlon and certain other plastic materials cannot be made flame-retardant, and their use is prohibited)
- Interior furnishings and materials shall not be located to obstruct or block exits, fire and life safety devices or equipment. Placement of chairs in aisles and corridors is prohibited

Pyrotechnics

Use of pyrotechnics in San Jose Theaters is allowed with a permit from the San Jose Fire Department. All City, State and Federal laws must be observed, and a permit must be pulled by a certified California Licensed Pyro Operator.

- Approval for the use of confetti cannons must be obtained 90 days in advance from your Production Manager
- There will be an additional cost for clean-up
- Water-based fogger/hazers are the only units approved for use within the San Jose Theaters. The use of which requires action with respect to our fire alert system and may not be turned on, until given approval by the house production manager for head electrician.
- Fire liability insurance, approved by Team San Jose's Risk Management, must be in place prior to any pyrotechnics being allowed in the San Jose Theaters

Electrical Service

If aside from stage power you require power in other locations, power can be provided by our preferred electrical provider, Edlen Electric.

Internet Connectivity by Team San Jose

Team San Jose Technology Services is the Internet/ Phone service provider for the San Jose Civic, Center for the Performing Arts, Montgomery Theater and California Theatre. In each theater we have deployed a state of the art, high speed wireless network that is complimentary for clients. Other options for our wireless networks include customizing the SSID, adding a password to the network, and adding a splash page. Along with our wireless network, we can offer clients hardwired connections with low





latency and high speeds. Lastly, we provide analog phone lines as well as digital lines for conference phones that can be requested for additional fees.

Internet Connectivity by Smartwave

- Non-Corporate Events at the Theater
 - \$200.00 for a single basic hardwire connection (10mbps download by 10mbps upload) Client Equipment Not Supported – Public Static IP N/A – Additional Connections must be purchased
 - \$100.00 up to 3 additional hardwired connections – Connections within 50 ft. of primary connection Maximum of 3 from primary connection – Note these connections share bandwidth with the primary
 - \$500.00 for a single streaming hardwire connection (50mbps download by 50mbps upload) WiFi Router Allowed – Switches allowed behind client router – This connection is designed for streaming – Static IP upon request
- \$2,500.00 for first wireless access port, \$1,000.00 for each additional wireless access port
- Individualized quote based on specific event requirements

IATSE Local 134 – International Alliance of Theatrical Stage Employees

Installation, rigging, operation, and/or dismantling of any of the following:

- Temporary or permanent sound equipment
- Temporary or permanent theatrical or special lighting equipment
- Projection screens or equipment
- Video tape equipment
- Video cameras and all related equipment
- Audio-Visual equipment
- Theatrical properties including - but not limited to - scenery and drops
- Scaffolding
- Operation of aerial lifts
- Traveling Stages and barricades
- Loading and/or unloading of all trucks to include trucks carrying AV equipment
- Operation of forklifts
- Movement of traveling stages and barricades. In addition, all unloading or loading of AV equipment on/off of AV trucks as well as operations of forklifts to remove AV equipment from trucks

Rigging Rules, Regulations and Ratings

- Safety is the primary concern of the San Jose Theaters related to hanging and rigging in the facilities. Team San Jose Production Manager and IATSE certified riggers have complete authority over all hanging and rigging, and we have developed facility procedures, rules, and regulations for such activity. These rules and regulations are applicable to everyone using the facility for hanging and rigging without exception





Rigging requirements

- All rigging must be performed by qualified and trained riggers through I.A.T.S.E. Local 134
- Sign hanging may only be performed by union personnel who are familiar with the house hang points and rules and regulations
- All rigging must meet O.S.H.A. and A.N.S.I. regulations and conform to the manufacturer's specifications
- All rigging subject to inspection by the San Jose Theaters

Portable Spotlights

- Use of ceramic-porcelain or molded composition type of neck-shell is the only type approved for use in the San Jose Theaters (On/Off switches are usually located in the neck)
- Where any spotlight or lamp is subject to physical damage, damp places or comes into contact with combustible material, it shall be equipped with a substantial guard attached to the lamp holder or the handle. Flexible cord extensions may only be used for portable lamps/appliances that are allowable amperage for the size and type of 3 conductor cords connecting to and for the utilization of any equipment. The third conductor is used for equipment grounding purposes

Flame Retardant Treatment

- All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth and similar decorative materials, shall be flame retardant to meet the San Jose Fire Department and the state Fire Marshal's requirements
- All table coverings, fabric walls, paper, or any decorative material whatsoever must have a California flameproof certificate or tag
- Only California certificates will be accepted, and they must be prominently attached to the material used so they may be easily seen by the Fire Marshal

Combustibles

- Literature on display shall be limited to reasonable quantities (one day's supply)
- Reserve supplies shall be kept in closed containers and stored in a neat and compact manner free and clear of all electrical cables or junction boxes
- Show Management shall assume responsibility for daily adequate janitorial and rubbish pickup service and shall ensure that the theaters are cleaned of combustible rubbish daily
- All cartons, crates, containers, and packing materials which are NECESSARY FOR REPACKING shall be labeled with "EMPTY" stickers

Equipment Rental Costs

For a complete list of the most up to date equipment rental fees, please see our event services and fees list located on our website at sanjosetheaters.org/theater-rental-information/

Forklift/Genie Booms/Scissor Lift Rental

Team San Jose is not responsible for rental equipment left on the premises from outside rental companies. Upon delivery/pick-up of rental equipment either Show Management or the service contractor must be onsite and available for service personnel

- Customer contracted rates vary based on company selected
- All Lifts to be operated by certified IATSE personnel
- Theater lifts are not available for rent





SAN JOSE THEATERS

Marshaling Yard

- \$75.00 per truck/trailer per day, up to a maximum charge of \$750.00 per day. Use of the yard is non-exclusive. Access can be arranged through your Event Services Manager. Security and additional lighting are the responsibility of Client





Union Labor *(Required)*

- Unloading/Loading of AV trucks is provided by IATSE 134
- 4-hour minimums apply to any shift. Cost may vary based on start time

Union Labor for Setup/Operational Teardown for AV labor and equipment *(Exclusive, Team San Jose does Payroll)*

- Detailed labor quote provided upon request
- Client to provide schedule and labor call for quote

Water Service

- Water Coolers @ \$50.00++ per day for cooler and \$25.00 ++ per 5-gallon jug water

Damage to Theaters

The client is responsible for any damage to the San Jose Theater's property or equipment (including flooring, walls, equipment, doors and door frames, etc.) by their service contractor, employees, affiliates, and attendees during their event, including move in and move out periods. **A pre-event walkthrough by Show Management/Decorator will be scheduled with the Event Services Staff prior to occupying.** A post event walkthrough also needs to be scheduled. Any charges necessary to repair or replace damage to the Theater or Theater's property will be assessed at the prevailing rates and charged to Show Management's final invoice.

