

J.E. Broyhill Civic Center Event Planning Guide

The J.E. Broyhill Civic Center is a facility of Caldwell Community College & Technical Institute and offers the regional entertainment and conference facilities in Western North Carolina.

The JEBCC team is available to meet with you to discuss details as you plan.

Our Program Assistant helps with any event involving conference rooms, meeting spaces, and banquet halls. Contact Cheryl Bolt at 828-726-2394 or cbolt@cccti.edu.

Our Director of Performing Arts offers guidance with any event held in the 1,000-seat auditorium. For more information about auditorium rental, contact Jeff Bentley at 828-726-2409 or jbentley@cccti.edu.

Rental Information

The Civic Center facility is reserved on a first come, first served basis.

As a facility of CCC&TI, the center is unavailable on the following holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following day, Christmas Eve, Christmas Day, and New Year's Eve. Note: Our office hours and box office hours follow the college's summer hours schedule in June, July, and August.

A temporary hold can be placed for a date for 14 days. Following the hold period, reservations will only be finalized with a deposit of 25% of the total rental fee. A signed contract is due within 14 days once the reservation has been made. JEBCC reserves the right to book other events in proximity to your event in the facility.

Payment in full is required by the date of your event. Cancellations and date changes need to be submitted in writing to the Program Assistant.

If an event must be cancelled, deposits will be refunded at these rates:

- + 100% refund if within 90 days of your event,
- + 50% refund if within 60 days of your event,
- + 25% refund if within 30 days of your event,
- + 0% refund if less than 30 days of your event.

The JEBCC offers a 25% rental discount for nonprofits. Documentation supporting an organization's 501(c)3 status is required and needs to include the name of the organization or the patron representative. Documentation is required for each rental request. Churches and religious organizations should present written requests on official letterhead in lieu of documentation.

In addition to the rental fee, some additional fees may be incurred during your event. These potential fees include:

- + A \$100 per hour penalty to events that breach the contractual period.
- + A minimum charge of \$50 for all instances of damage to the facility.
JEBCC reserves the right to recover damage at cost.
- + A 10% late fee will be applied to all invoices delinquent more than 30 days.

General Information

JEBCC Staff Members are available to meet with you to help you plan your event. This document outlines general policies. If at any time, you have questions, please feel free to reach out to a Civic Center Staff Member at 828-726-2394 during regular business hours.

Accessibility - The J.E. Broyhill Civic Center is committed to serving all our patrons, including those with disabilities. We adhere to federal ADA laws, and we're here to serve you. Please connect with our Program Assistant at 828-726-2394 if you or your guests need special assistance. We can provide wheelchairs, listening devices, stage access, and special parking. We welcome your feedback. We're always striving to make your experience at the civic center more enjoyable.

Technology - JEBCC is able to provide a number of technology services. We offer WiFi throughout the campus, and we have extensive rental equipment. Microphones, projectors, and laptops are used often. Our knowledgeable technicians can assist with telecommunication capabilities, room setup, and other technology needs. Connect with our Technical Director, Ashley Causby, at 828-726-2414.

Emergency Information - The civic center has trained, responsible staff who can implement our emergency procedures in the event of an emergency. All guests should follow the directions given by staff in such a scenario.

Insurance – Depending on the type of event you are hosting, you may be asked to provide a single-limit public event liability insurance policy in which you are named as the insured and J.E. Broyhill Civic Center/Caldwell Community College & Technical Institute is named as an additional insured in the amount of \$1,000,000 covering bodily injury, including death and property damage. If your event requires insurance coverage, you will need to provide a copy of the insurance as proof to JEBCC no later than 14 before your event.

Shipping - We understand that some events might need items shipped to JEBCC. We need to be notified of any shipment no later than 3 days prior to arrival. Packages need to indicate the name of the recipient and the event. Packages cannot arrive prior to 24 hours before the event. Shipments cannot be sent to JEBCC staff members. CODs will not be accepted. All outgoing

shipments must leave the facility within 48 hours of the end of the rental period. JEBCC assumes no responsibility for any shipped items, incoming or outgoing.

Excessive Cleaning - Basic cleaning services are included in all rentals. However, additional fees will be charged for any excessive cleaning after your event. We also reserve the right to charge for additional cleaning for events with 200 or more guests. Excessive cleaning may include:

- Stains to carpets, tables, or other areas,
- Use of glitter
- Evidence of food or drink in the auditorium or on the stage,
- Extensive amounts of litter around the grounds or parking area.

Security - Security is required for any event with 250 or more attendees. Security is also required for any event where alcohol is served, no matter how many people attend. JEBCC reserves the right to enlist security at your expense.

Parking - The J.E. Broyhill Civic Center offers a covered patron drop-off point close to the box office and main entrance. We have over 400 parking spaces and quite a few handicap parking spaces along the front of the campus.

Lost and Found - While we are not responsible for anything lost or abandoned at events, we do make an effort to find anything left behind. Items are held for 15 days. Contact the facility at 828-726-2394 if you or a guest lose something at your event.

Gratuities - The JEBCC prohibits any employee from accepting gifts or gratuities.

Box Office Services - The JEBCC Box Office is open Monday through Friday from 10 a.m. to 4 p.m. and two hours prior to that start of any scheduled performance or show. Ticket purchases can be made by phone or online. The box office typically closes 30 minutes after the start of any performance. E-tix is the preferred ticket vendor.

Ticket Sales - For events that will require the sale of tickets, the Civic Center offers a computerized ticket system that is available for your use. As a general rule, all ticket sales must be routed through this system. Additional Information on initiating this process will be provided to you once you have signed a contract to host a ticketed event.

Copyright Agreements - Civic Center Patrons are solely responsible for usage agreements for copyrighted materials of any kind during their event. Copyright materials include music, films, film clips, logos or other copyright protected property. Should you utilize copyright protected music or other products during your event, you will be responsible for reporting and paying royalties and other fees to performance rights associations such as ASCAP, SMI, SESAC, or others. The JEBCC is not responsible for these fees and does not offer copyright license for any events held at the facility.

Refunds - In general, JEBCC has no refund ticket policy except in the cases of cancellation or deemed in good faith interest to the facility. In the event of cancellation, the promoter must advertise the deadline for refunds in the local media. Ticket surcharges may apply.

Settlements - Ticket revenue reimbursements are susceptible to a two-week time window. A W-9 may be required in order to process payment.

Advertising – A fully executed contract is required before publicity can begin for your event. Civic Center facility logos, imagery, web address, and descriptions used in your advertising are subject to approval prior to use. Media information should clearly indicate if the event is externally promoted or a joint venture with the JEBCC. The Civic Center marquee is available for event advertising. You will be provided with more information about the marquee and associated policy once you have signed a contract with the Civic Center.

Concessions – JEBCC has exclusive rights to sell food and beverages during auditorium events. On occasion, outside vendor sales are allowed with permission from the Director of Performing Arts. Written documentation that includes items for sale, pricing and expected sales period must be provided prior to the event. Food and drinks are not allowed in the auditorium or on the stage. Additional housekeeping charges may apply if food or beverages are taken into the auditorium.

Merchandise Sales – The sale of clothing, souvenirs, audio and video recordings and such are items are permitted with approval. A commissary rate of 10% will be administered to all sales, 20% for sales utilizing JEBCC staff services. This percentage may be substituted for a mutually agreed upon flat fee. All sales are subject to North Carolina sales tax at the responsibility of the patron. Merchandise racks, tables and stands must not block stairways or doorways. Display items cannot be stapled, taped or otherwise attached to staircases, stained glass window, painted surfaces or any other permanent part of the facility.

Ushers – Ushers for external events can be provided for an additional fee. Usher requests must be provided no later than 14 days prior to the event. JEBCC reserves the right to hire ushers at your expense due to event needs.

Technical Services – JEBCC offers a variety of technical production services. Our Technical Director will meet with you to help you plan the technical assistance needed to make your event successful. This production meeting will also determine the probability of additional labor, contractual equipment, or other fees associated with use of the facility for your specific event.

JEBCC Auditorium Quick Specs:

- 1,000 seat auditorium
- 42' stage and orchestra Pit
- 7' Yamaha C7 Grand Piano
- 4 Dressing Rooms
- Loading Dock
- Concession Stand
- ADA Compliant Restrooms
- 400+ Parking Space

Budget Guide

To avoid any surprise costs, plan to incorporate needed additional equipment or labor to your event budget. The JEBCC does offer complimentary use of tables, chairs, lecterns, podiums, platforms, and risers. Additional services and amenities are provided based on the following rates:

Amenities

Optional Amenity	Rate
LCD Projector & Screen - Classroom	\$50/day
LCD Projector & Screen – Auditorium	\$150/day
Wireless Microphone	\$25/day
Laptop Computer	\$50/day
TV/Monitor	\$50/day
Sound System (Lobby or Conference Center)	\$50/day
Acoustical Shell (Auditorium Only)	\$50/day
Grand Piano (Auditorium Only)	\$50/day
Follow Spot	\$50/day plus operator fee
Small Dance Floor	\$25/day
Large Dance Floor	\$75/day
Tablecloth Rental (rectangle)	\$7 each
Tablecloth Rental (round)	\$8 each
Napkin Rental	.25 each
Ticket Sales	\$1.5 per ticket

Services

Professional Services	Rate Per Hour/Per Person
Technical Director	\$25
Rigger	\$20
Stagehand	\$12.50
Operator (Light, Sound, Spot)	\$15
Security	\$27.50
Parking	\$15
Ushers	\$10
Maintenance	\$12.50
Housekeeping (for extensive cleaning)	\$10.50

Client Checklist

To help with your event planning and to ensure that your event is successful, here is a suggested timeline of tasks to be completed prior to your event.

To Complete	Time Frame
Contract Signed and Returned	No Later than Event Date
Send certificate of insurance, alcohol permit (if applicable) and preferred floor plan/set up	30 Days Prior to Event
Make Deposit	14 Days Prior to Event
Finalize Technical Needs	14 Days Prior to Event
Send Marquee Information	14 Days Prior to Event
Conduct Pre-Event Inspection of set-up	Day of Event
Conduct Post-Event Inspection for damages, excessive cleaning or other issues	Immediately After Event