

BETTY VAN ANDEL OPERA CENTER FACILITY USE POLICIES



DAMAGE DEPOSIT/LIABILITY

Opera Grand Rapids requires a \$250 damage deposit for any event held in its facilities. The damage deposit must be paid at the time of booking in a separate check from the down payment. The deposit will be refunded within 30 business days after the function provided no damages or late fees are incurred. Opera GR may retain such amount of the damage deposit, as Opera GR, in its sole discretion, deems necessary to repair any damage occurring during the User's use of the facility. The User will also be liable to pay extra damage costs should the damage incurred exceed the deposit. The User shall be solely responsible and liable for damages to Opera GR property during such use regardless of whether such damage is caused by the User, their guests, catering services, or other providers of goods or services. The User shall be solely responsible and liable for the safety and actions of its guests, catering service, and other providers of goods or services arranged for by the client. User shall indemnify Opera GR against any costs, damages, expenses, or other liability relating to any of the foregoing. The User shall be notified in writing no more than ten days following the function if damage charges will be assessed.

CERTIFICATE OF INSURANCE

If alcohol is to be served, Opera GR requires the User and/or the caterer or server of the alcohol to present Opera GR with proof of a liquor license and proof of insurance listing Opera GR as an additional insured. If such a certificate is not presented, Opera GR reserves the right to cancel the User's reservation.

PAYMENT

Opera GR requires a 25% down payment on the total facility usage fee to confirm a reservation for any event held in its facilities upon booking. One half of this payment is refundable if the event is cancelled six months prior, any cancellation closer than six months forfeits the entire deposit. Opera GR requires that all fees for use of the facilities must be paid at least 30 days prior to the event. Opera GR reserves the right to cancel an event if all fees are not paid by that time. Opera GR shall not grant refunds to Users for amounts paid or owed due to issues of any kind during their event.

TICKET SALES

Opera GR does not provide ticket sales services. In general, if tickets are to be sold for an event, Opera GR requires notification of this upon the booking of the event.

FOOD AND BEVERAGES

Catering services must be selected only from the approved list of caterers and arranged by the organization/individual using the facilities. Dishes, silverware, glassware, and linens must be provided by the organization/individual.

ALCOHOL USE

Opera GR strictly enforces the following policy regarding the use of alcohol in its facility: Alcohol Services to be provided by a state licensed agency. \$1,000,000 Certificate of Liability/Liquor Insurance (comprehensive coverage) naming Opera GR as an insured party must be supplied before any further consideration is given. Opera GR and Caterer reserve the right to close down the bar at any time without prior notice if deemed necessary. All bars are to close and entertainment should stop one half hour prior to the end of the event.

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SMOKING

Smoking is strictly prohibited anywhere on the premises. Any organization/individual violating this is subject to forfeiture of the damage deposit.

CAPACITY

Opera GR, in accordance with fire regulations, has determined the maximum capacity of each room as listed below. Organizations/individuals using the facilities must comply with the proscribed seating capacity. Opera GR reserves the right to determine the location of any event being held in its facility in order to comply with the stated capacity.

Wondergem Rehearsal Hall:	320 individuals banquet/seated style 500 individuals cocktail style
Boardroom:	49 individuals
Practice Rooms:	1-5 individuals

PIANO USAGE

Without exception, pianos will remain at their designated areas. Movement of the pianos is to be done only by the Opera GR building staff. Use of a piano and tuning are not included in rental fee, but can be arranged for an additional fee.

USE OF EQUIPMENT

Rental fees except where specified do not include use of Opera GR equipment, such as additional or video projection, furniture or pianos. Equipment usage may be arranged at the time of booking, for additional fees. If an organization/individual chooses to use its own equipment and/or rental equipment, this must be indicated on the Event Set-up Sheet.

DECORATIONS

Decorations and specialty lighting must be approved and coordinated with the Opera staff. Opera GR does not allow fog machines in the facility. Opera GR is not responsible for any decorations, rental items or personal items during and/or following an event. No nails, staples, screws, tacks or tape are allowed on any surface of Betty Van Andel Opera Center. All decorations are to be removed by the user after the event.

PARKING

Eight parking spaces are available, during business hours these must be reserved for Opera GR staff. Generally, organizations/individuals booking events should consult with Opera GR to determine the best location(s) for parking at neighboring businesses.

CANCELLATION

Opera GR reserves the right to cancel any event for any reason no less than sixteen 16 weeks prior to an event. Opera GR reserves the right to re-locate any event to similar areas within the building for any reason no less than two weeks prior to an event. Should a cancellation by User be necessary, one half of the 25% down payment and all of the security deposit will be refunded if written notification is received at least six months prior to the scheduled date. After that time, no deposit monies will be refunded.

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TERMINATION OF EVENT

Opera GR reserves the right to terminate any event during the course of set-up or performance at any time if the facility, personnel, patrons, or any other interested party is considered in the sole discretion of Opera GR staff to be in danger or at harm. In the event of such a termination, Opera GR shall not grant a refund to User for amounts paid to Opera GR or reimburse User for any costs, damages, or obligations of any kind arising from such termination.

BUILDING HOURS

All events held on the premises of Opera GR must conclude by 11:00pm. The client and their vendors must be out of the building no later than 12:00midnight. It is the client's responsibility to remove all personal belongings, rental equipment and decorations.

STAFF

Opera GR guarantees one Event Staff member for each event unless otherwise arranged. Additional staffing for technical services such as lighting and sound must be arranged independently at Users expense and be identified on the Event Set-up Sheet. Opera GR reserves the right to waive or modify these stated policies.