



**Eisemann
Center
Rental
Roadmap**

Hill Performance Hall
&
Bank of America Theatre

Getting Started

Eisemann Center Mission Statement

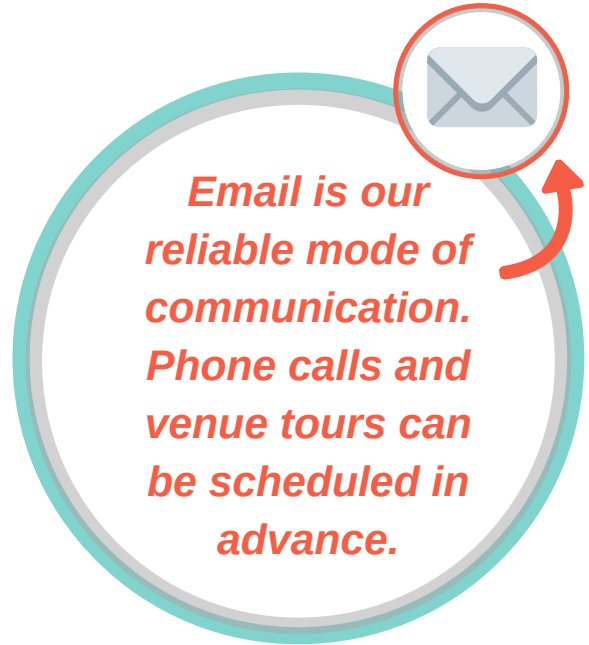
"To create, foster and sustain an environment of cultural diversity, educational enrichment, and fulfilling experiences benefiting all who live and work within our community."

At the Eisemann Center, we maintain many event resources for you. This guide will help you get connected to them. Each following page has links to other documents where you'll find information about everything from ticketing to stage setup, and insurance to W9 forms. It's all here for you to utilize. Our resources sometimes get updated, so please check with us as you make plans. We want to get you connected.



TIMELINE & CONTENTS

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Additional Dates or Spaces
ec.admin@cor.gov

Film and Photo Shoots
ec.admin@cor.gov

TIMELINE

Find this box in each section to know when to expect the steps.



DEPOSITS & PAYMENTS

We can only accept checks and cards showing either the company name or the entity/individual on the contract.

How do I pay my deposit?

If you're a **non-profit**, we need your 501c letter before accepting a deposit. [Click here for an example.](#)

Credit Card Payments

Call Admin Office
972-744-4600
Between 9 am - 4 pm
Monday - Friday

Check Payments

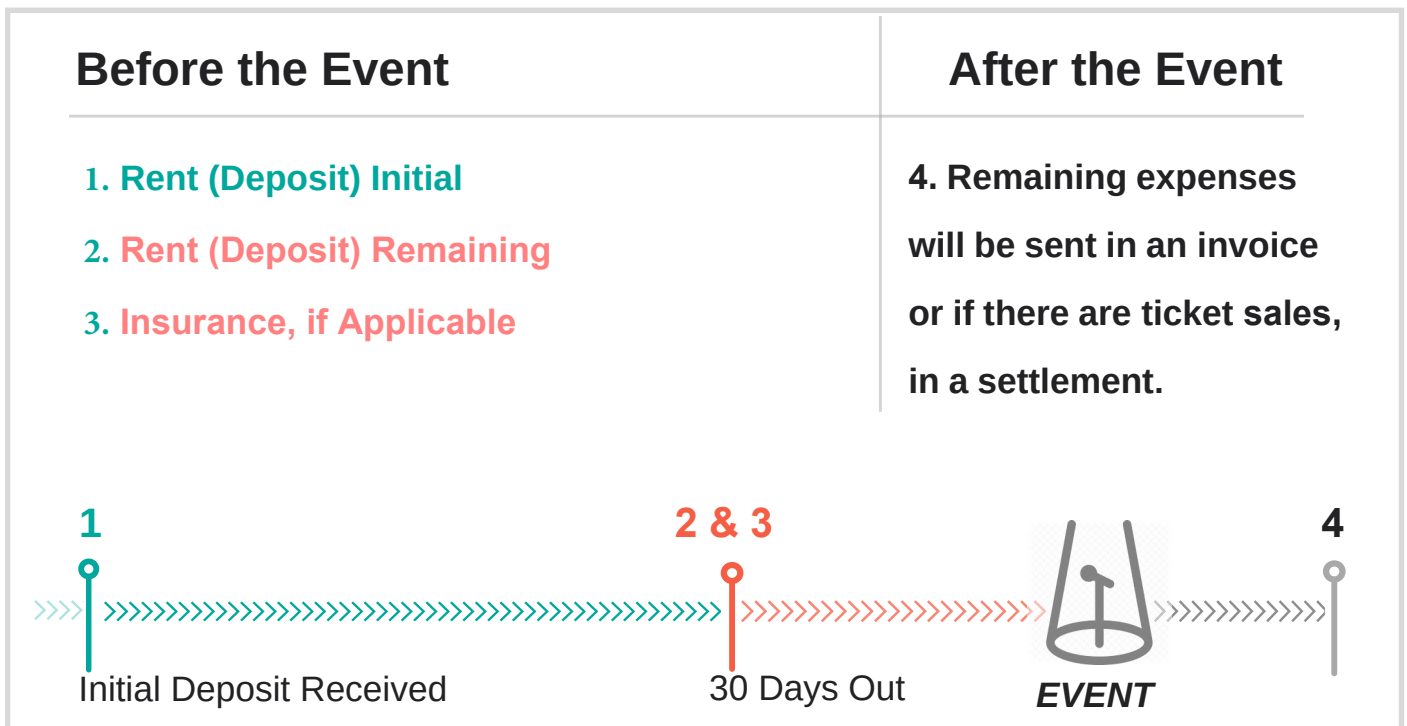
Payable to Eisemann Center
2351 Performance Dr.
Richardson, TX 75082

We'll need your W9 before we can send revenues. Click [here](#) for a blank form.

If you'd like to receive those revenues by direct deposit, fill out this form, [here](#). **A voided check is required with form submission.** Otherwise we'll mail a check. *We can only send ticket revenues to the company/entity named on the contract.*



Example Payment Schedule



TICKETING

All ticketing goes through us, that way you can focus on other things.

It's crucial that you're familiar with the information in this link below.

Regular Ticket Office Hours:

Mon - Sat, 10 am - 6 pm

Performance Hours:

2 hours prior to show start

Closed after intermission

Gary Garcia

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Audrey Greaves

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[Ticketing Basics](#)

More Ticketing Documents

[Hill Performance Hall Seat Map](#)

[Bank of America Theatre Seat Map](#)

[Ticketing Agreement Briefing](#)

[Digital Media Specs](#)

[Social Media Specs](#)

Note:

Everyone is required to have a ticket to enter the theater during the event, including staff, performers, and kids. Plan to hold seats with the ticket office if needed.

TIMELINE

Ticketing Agreement, Web Materials, & On-Sale Date after Initial Deposit

Ticket Settlement Post-Event



WEBSITE & MARKETING

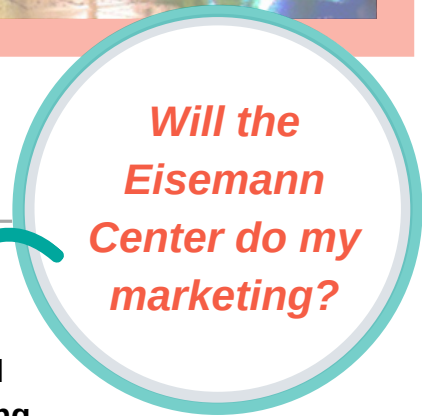


Send us one or two high-resolution *horizontal* photos that we will resize to work with our website's responsive capabilities.

Per ADA Guidelines, we cannot use a photo with any type/text embedded into it or incorporated into the artwork. Your event name, date(s) and time(s) will all be included on the detail page. We are not able to use posters, flyers or anything that looks like an advertisement on our website.

Send us a one-paragraph show description with the pertinent information about the guest artists, featured performers and any links to your website and/or the artist's site.

Remember to like our Facebook page, follow our Twitter and Instagram, and check in while you're here!



Will the Eisemann Center do my marketing?

We maintain a reasonable level of facility marketing. Your marketing and media plan should be customized independently and made appropriate for your audience. We are not able to offer comprehensive marketing.

Day-of-Event Digital Signage: Your Logo



We request a high resolution (96 dpi) RGB screen image, formatted with the maximum size at 288 pixels by 288 pixels. The file should only contain your logo image with no date/time or text about the event in the image. Event information for the signage is dynamically created by information input in our booking software. The file should be .gif format for images that need transparency, and .jpg format for all other uses.

RENTAL PAPERWORK

After your initial deposit statement and ticketing agreement, you'll get a few more pieces of paperwork from us, and one from our stage labor provider.

1. Review This

Estimate of Expenses

- Includes stage labor
- Reference document for budgeting only
- Expense total subject to change as event details develop



2. Sign This

Initial Contract

- Includes all fees
- Rental agreement for signature
- Expense total subject to change as event details develop

3. Expect This Later

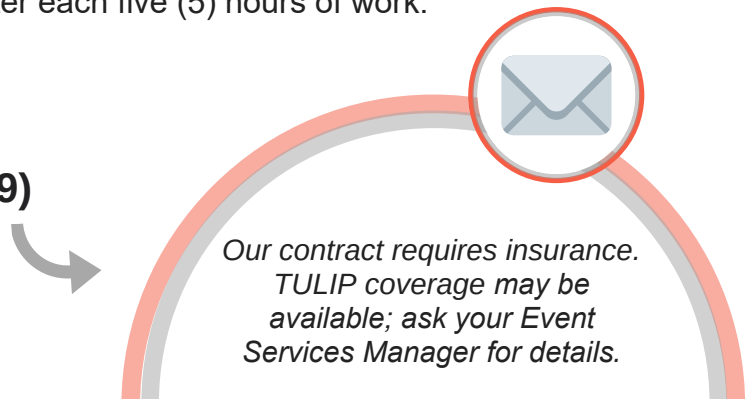
Labor Expense Updates:

Stage, front of house and security labor is tailored to the event needs. To the extent that your event needs may change, this requirement may change, but none of these are optional. All labor is subject to a four-hour minimum and is charged overtime after eight (8) hours on the clock. A one-hour meal break must be provided after each five (5) hours of work.

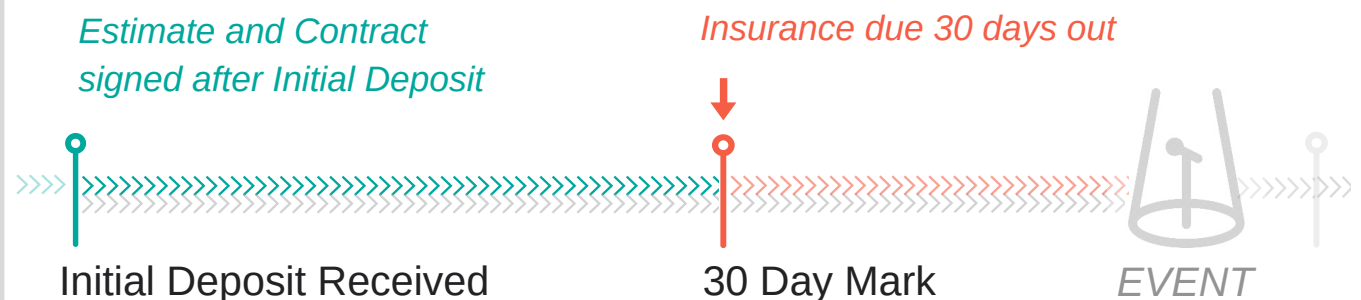
4. Provide This

Insurance (Contract Section 4.9)

[Click here for Insurance Certificate Example](#)



TIMELINE



PRODUCTION MEETING

One on-site meeting is an important part of our shared planning. If you have event details you can send in advance, please do so.



The production meeting is your chance to ask us questions about how the venue works. We will want to know everything you can tell us about your event, what your schedule is, and what's happening on stage, so that we can be sure the plans are in tune with our venue best practices.

- [Stage Safety & Crew Policy](#)
- [Labor Guidelines](#)
- [Wireless Frequencies](#)

Hill Performance Hall

- [Tech Packet](#)
- [Seat Maps](#)

Bank of America Theatre

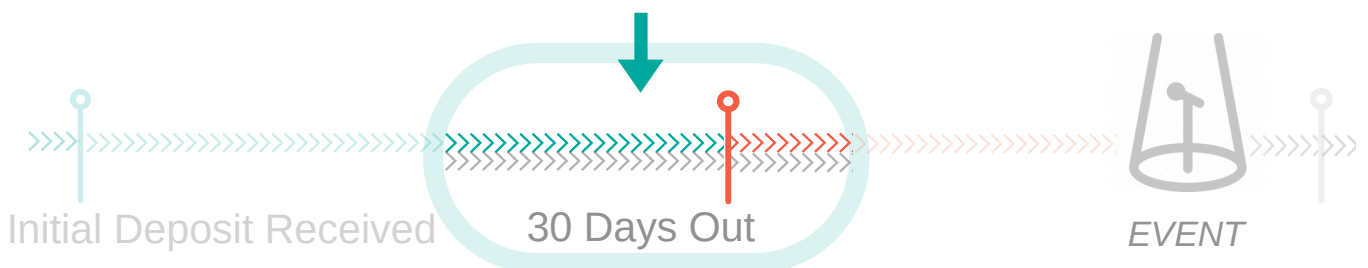
- [Tech Packet](#)
- [Seat Maps](#)

It's our priority to keep all facility activities secure, comfortable, and safe. We work with professional stage labor and security. For most events, our ticket-takers and ushers are volunteers. Some events require paid ushers.

At the production meeting, you'll meet some of our staff, and we hope to meet some of yours. Afterwards, we'll prep the facility for your event and share notes with the crew. They'll want to double-check the details with you on the day-of-event, too.

TIMELINE

Relative to your independent planning, we recommend holding the production meeting at least 4-6 weeks prior to the event.





FACILITY ACCESS



PUBLIC Garage

Your cast, crew, staff, and/or volunteers get free parking. Guest rate varies around \$5, applicable only for day-time events.

EVENT Garage

Guests pay \$5 cash upon entry for self park. Valet parking is \$10 per car.

Detailed Locator Diagram



Parking Passes

We'll create a parking pass template for your backstage folks to use in the Public garage. There is also temporary street parking to unload on Performance Drive, used as needed.

If you're hosting a private event and you are interested in paying for your guests' parking, speak to your Event Services Manager.

Backstage: Everyone needs a credential to access and stay backstage. Our security will screen for it. We will provide backstage silks that must be worn at all times; you must send your Event Services Manager a list of who you have granted backstage access to at least one week prior to your first day in the building.

Audience Chamber: For ticketed events, everyone needs a ticket to access the audience chamber during the event, even if they're wearing a backstage credential. Our ushers will scan for admittance.



PUBLIC LOBBY

The lobby is public 10 am - 6 pm Monday - Saturday and during all public events. For a typical event, the lobby opens two hours prior to the start of the event, closing 30 minutes after the event ends unless that falls during public hours or during another event. The lobby is a shared space for the Art Gallery, ticket office, concessions, public restrooms, and access to and from all venues.

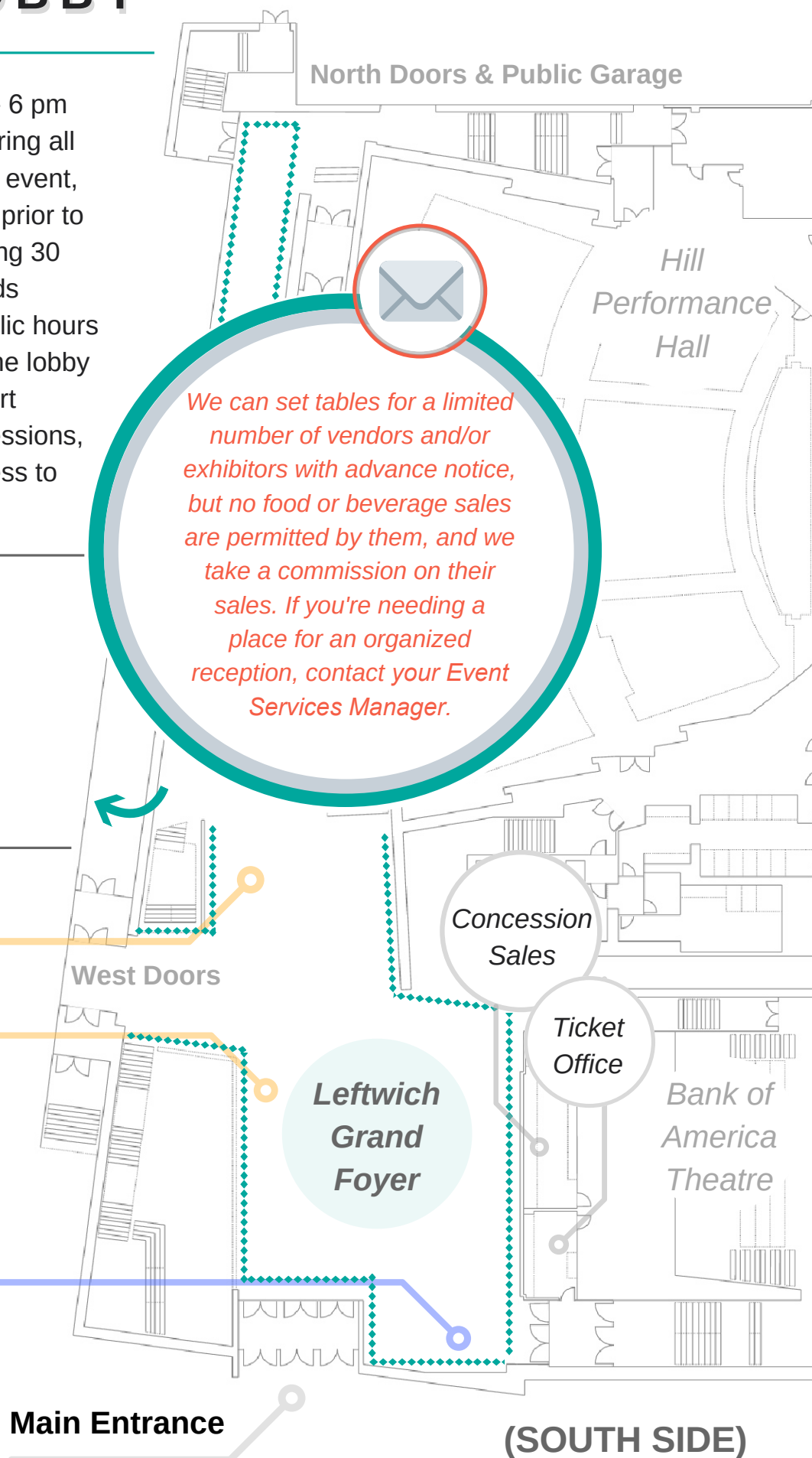
House Manager

Pam Polsky

pamela.polsky@cor.gov

Sponsor tables or merchandise table locations for **Hill Performance Hall**

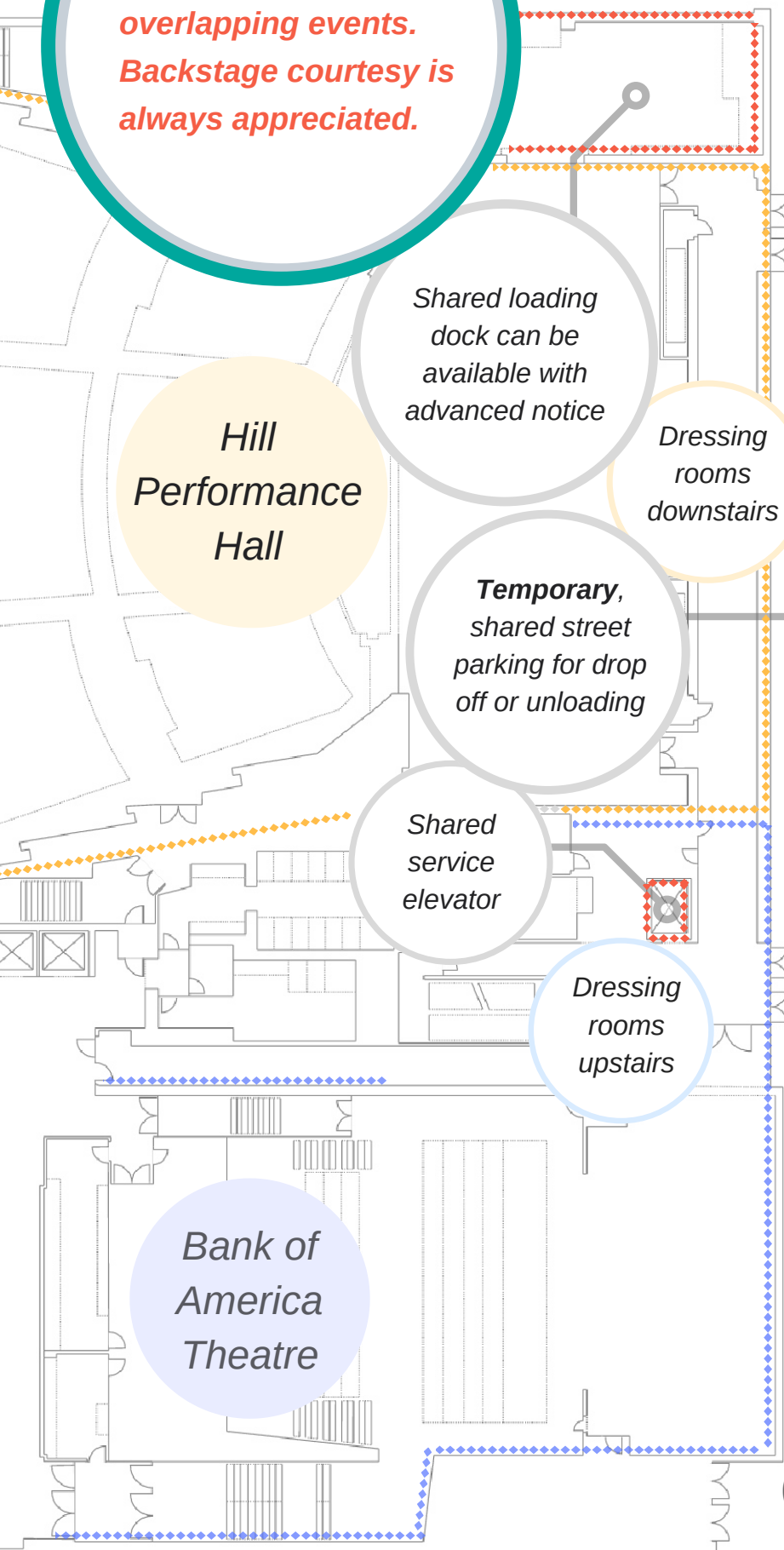
Sponsor tables or merchandise table location for **Bank of America Theatre**



We can set tables for a limited number of vendors and/or exhibitors with advance notice, but no food or beverage sales are permitted by them, and we take a commission on their sales. If you're needing a place for an organized reception, contact your Event Services Manager.

BACKSTAGE TRAFFIC

We regularly host overlapping events. Backstage courtesy is always appreciated.



**North Stage Door
Hill Performance Hall Access**

Each venue has its own set of backstage rooms (see next page) and its own stage entrance. All corridors, the loading dock, and the loading zone can be used as needed but they are not areas for permanent parking, storage, or private use. Make sure to wear credentials at all times while backstage.

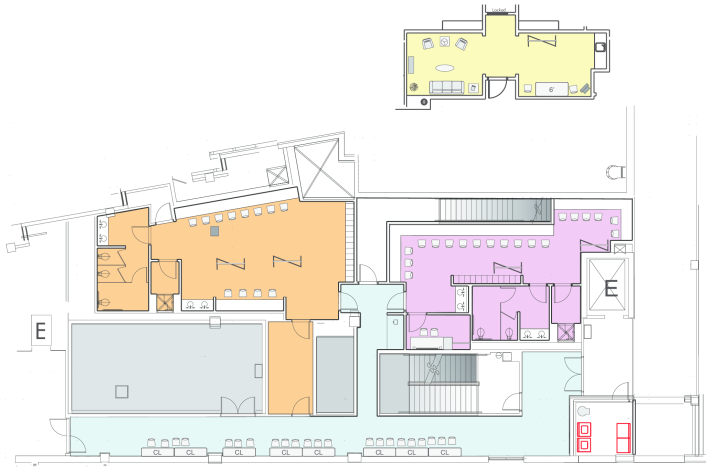
**South Stage Door
Bank of America Theatre Access**

If you've got kids backstage, we require you to provide regular adult supervision.

(SOUTH EAST CORNER)

ADDITIONAL ROOMS

Click on the diagrams below for more detailed copies.



Bank of America Theatre

Stage Level
Green Room

Upper Level G
Dressing Rooms for Approx. 30



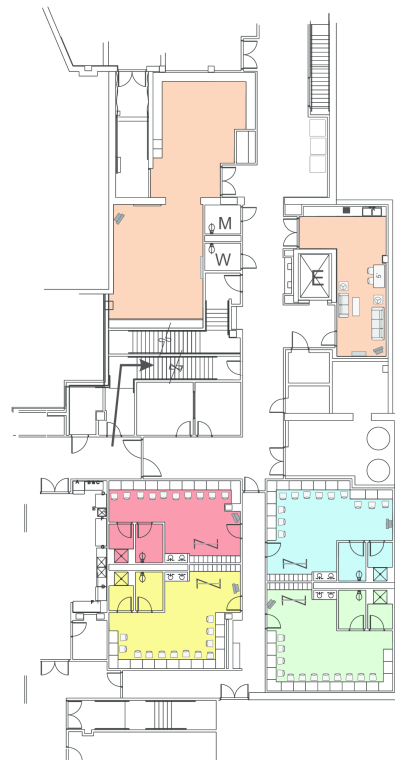
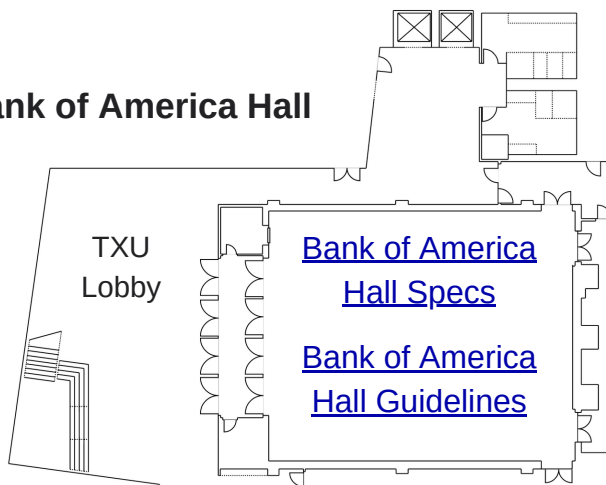
You might need more backstage space, maybe for a warm-up room, somewhere to feed a large group, or hold a reception. Contact us about renting the Bank of America Hall, too.

Hill Performance Hall

Stage Level
2 "Star" Dressing Rooms

Lower Level B
Room Suite for Approx. 60

Bank of America Hall



THREE MAIN CONTACTS

It's your event, and we're there with you. Appointing three people to work with us is a crucial step of coordination.

Main Contact: "Uber"

Your main contact, or "uber," needs to be the on-site person accessible for making final decisions for your group and deal with high-level questions, especially affecting expenses.

On our end, we'll provide a **Manager on Duty for all attended events, too.**

Front of House Contact

Your front of house contact needs to be in or near the lobby for the show, available to troubleshoot guest lists or security access questions. This person will be in contact with our **House Manager, and the ticket office, if there are tickets.**

Our house manager covers front of house, managing lobby, ticket collection, audience chamber, and our security services.

Find anyone with a handheld radio if you need anything, and we'll get you connected.
Have an emergency? We'll call for help.

Back of House Contact

Your back of house contact needs to be backstage making decisions about stage set up, timing, and equipment, and can also help us observe the labor guidelines, schedule, and manage 'talent' and dressing rooms.

For any moment you need access backstage, our **House Technician will be there in a black shirt with the Eisemann Center logo.**

Wrapping Up

On the day-of-event, there will be a lot of moving parts. When everything's finished, please be sure to check the dressing rooms for your belongings. We're a public facility, so remember to leave your space as you found it. The crew will restore the stage and will need you to sign their paperwork before you leave.

You'll receive an invoice for everything that's left, or a settlement with the same expenses offset by ticket revenues. We may owe you money. If you're set up with ACH, you'll get a deposit the week after the event, or we'll mail you a check.

We'll follow up with you to see how everything went. We're glad you're with us.