



## **EVENT RENTAL POLICIES**

as of August 21, 2021

### **Alcohol**

The Margaret C. Winston Madison Opera Center does not have a liquor license. If a client wishes to serve alcohol at their event, a licensed caterer must be used and must carry the proper insurance. When alcoholic beverages will be served at an event, clients are strongly encouraged to have a plan of action for the safety and well-being of their guests, such as taxi rides or designated drivers.

### **Cancellations**

Rental fees must be paid as follows: 50% on signing of contract, 50% one week prior to the event. In the event that a cancellation occurs three months or more before the date of the event, half of the deposit amount will be refunded. The 50% deposit is not refundable less than three months before an event.

Due to public health conditions, exceptions to this policy will be made in the 21/22 season. If an event must be cancelled due to governmental order or if a client feels that holding it will endanger the health and safety of our community, then the full rental fee will be refunded, less any actual costs incurred by Madison Opera.

### **Decorations**

Clients are encouraged to use freestanding decorations, table settings, and linens to create distinctive looks. Decorations requiring electrical cords must be placed near outlets to avoid creating hazards. Taping or attaching items to any surface or floor is not permitted. The following items are prohibited:

- Candles or any other flame.
- Confetti and glitter of any kind.
- Helium balloons.

Madison Opera is not responsible for the damage or loss of any property of a rental client or guest within the building prior to, during, or following an event.

### **Deliveries and Pick-ups**

Arrangements for deliveries or pick-ups must be made in advance. Unscheduled deliveries or pick-ups may not be accepted if staff is unavailable. Parking is not allowed in the loading dock. Vendors must immediately unload vehicles upon arrival and move them out of the loading dock area after unloading.

The location of the delivery is determined by its contents. For prescheduled deliveries, contact the Madison Opera office at 608.238.8085 a few minutes prior to the delivery in order to be admitted to the building. Room temperatures are set (cooled or heated) two hours prior to the start of an event, so flowers and cakes should be delivered close to the event start time.

The Opera Center has very limited storage space and is not responsible for items left in the building. Client must remove all decorations and items at the end of the event.

### **Emergency Situations**

In the event of a life-threatening emergency (Fire, Police, Medical), call 911 to report it immediately

## **General Policy**

Madison Opera strives to maintain a comfortable and welcoming environment for all of its guests. Illegal or unsafe behaviors inside The Margaret C. Winston Madison Opera Center are strictly forbidden. Room occupancy may not exceed the room capacity in compliance with local fire codes. Fire exits must remain clear of chairs, tables, and equipment.

Acceptable sound levels in the Opera Center are in accordance with its location in a residential building. Madison Opera reserves the right to restrict sound levels and eject anyone creating a disturbance. No music or loud noise is permitted after 10pm, out of courtesy to the residents of Metropolitan Place condos, who live directly above the Opera Center.

## **Insurance Coverage**

Insurance coverage is required of all renters of the Opera Center. Madison Opera must be named as an additional insured on the certificate of insurance. Coverage must be for a minimum of \$1 million liability per occurrence. If Client does not have an event policy, either through commercial insurance or homeowner's insurance, it may be purchased through the Neckerman Agency or an insurance agency of the Client's choice. Approximate cost is currently \$200-\$250.

## **Parking**

The Margaret C. Winston Madison Opera Center has 87 covered parking spaces available at competitive daily rates and is a short walk from the Overture Center parking structure. Urban Land Interests runs the Opera's parking ramp, so Madison Opera cannot guarantee availability of spaces nor of parking rates on a given day.

## **Piano Tuning**

Madison Opera tunes its pianos on a regular basis. If an additional piano tuning is required for an event, it should be requested at least 30 days prior to the event. A fee of \$125 will be charged for the tuning.

## **Public Health and Safety**

All users of the Madison Opera Center are required to follow the company's health and safety policies, which will evolve along with current guidance from public health officials. Clients may impose their own rules and practices that are more stringent than those of Madison Opera.

## **Scheduling**

All tours, visits, inquiries, and meetings must be scheduled in advance, generally during normal business hours, by contacting [info@madisonopera.org](mailto:info@madisonopera.org).

## **Signage**

Approved temporary event signage may be displayed in the Osborn Rehearsal Hall and related public areas during the rental period to direct guests, thank sponsors, or provide brand exposure to the hosting organization. No signage may be taped to any part of the building or its fixtures.

## **Smoking**

Smoking is not allowed at any time in The Margaret C. Winston Madison Opera Center. Madison Opera reserves the right to eject anyone who smokes in the building.

## **Technical Equipment**

The Opera Center offers complimentary WiFi, but has limited technical equipment available, so renters are welcome to bring their own equipment, keeping in mind that technical assistance from Madison Opera is not available.