Rental Policies and Procedures

Younes and Soraya Nazarian Center for the Performing Arts
“The Soraya”

Thor Steingraber, Executive Director

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FAX: (818) 677-8880

Key Rental Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kim E. Parker, Rentals Associate</td>
<td>818-677-8842</td>
</tr>
<tr>
<td>Zac Northcraft, Ticket Office Manager</td>
<td>818-677-5342</td>
</tr>
<tr>
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<td>818-677-8827</td>
</tr>
<tr>
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<td>818-677-8825</td>
</tr>
</tbody>
</table>
# Table of Contents

- **STATEMENT OF VALUES** .................................................................................................................................................................... 3
- **RENTAL CHECKLIST** ............................................................................................................................................................................ 4
  - Overview of Rental Suite of Documents ........................................................................................................................................ 4
  - Parts of the Rental Suite of Documents ...................................................................................................................................... 4
- **EVENT MANAGEMENT TIMELINE** ....................................................................................................................................................... 5
- **BOOKING POLICY** ............................................................................................................................................................................... 6
  - Challenges ......................................................................................................................................................................................... 6
- **PAYMENT PROCEDURES AND FEES** .................................................................................................................................................... 7
  - Failure to Comply .............................................................................................................................................................................. 7
- **RENTAL RATES** ................................................................................................................................................................................... 8
- **TICKETING POLICIES** ........................................................................................................................................................................... 9
  - Privacy Policy ................................................................................................................................................................................... 10
  - CSU Policy Library ............................................................................................................................................................................ 10
- **INSURANCE REQUIREMENTS** ........................................................................................................................................................... 11
- **RENTAL EVENTS INVOLVING MINORS** .............................................................................................................................................. 12
- **FRONT OF HOUSE** ............................................................................................................................................................................ 13
  - Operations, Staffing Requirements, Merchandise, Donations ....................................................................................................... 13
  - Concessions, Catering and Signage, Photo and Videography ......................................................................................................... 14
  - Children and Infants, Animals in the Venue, and Emergency Procedure ........................................................................................ 15
- **PRODUCTION SERVICES OPERATIONS AND PROCEDURES** ....................................................................................................... 16
  - Operations, Staffing Requirements ................................................................................................................................................. 17
  - Work Periods, Breaks, Sound, Effects ............................................................................................................................................. 18
- **SECURITY OPERATIONS AND PROCEDURES** ..................................................................................................................................... 19
- **MARKETING AND PROMOTIONS** ..................................................................................................................................................... 20
- **PARKING SERVICES EXPLAINED** ....................................................................................................................................................... 21
- **DEFINITION OF TERMS** .................................................................................................................................................................... 22
Statement of Values

CSUN is a welcoming and inclusive campus. The Soraya shares those values in every aspect of its operations, striving every day to serve the residents of the San Fernando Valley and beyond. The Soraya is proud of its track record in offering the expertise needed for quality performances and events, as well as its outstanding hospitality, service, and its uncompromised safety.

In its short history, The Soraya has hosted a wide range of performances and public events – the filming of American Idol’s “Hollywood Week,” community cultural performances, awards dinners and ceremonies, Los Angeles Mayor’s “State of the City” address, educational events, high school graduations, rock concerts, and so much more.

In addition to its own performance series, The Soraya’s calendaring prioritizes a number of annual CSUN events and performances, such as New Student Orientation, the campus-wide holiday celebration, and performances required by CSUN academic programs in dance, theater, and music.

All other rentals are calendared on a first-come/first-serve basis and are governed by a series of procedures and policies articulated in this document. These policies and procedures provide fair and equitable access for all prospective renters, and are consistent with CSUN’s Time, Place and Manner policies.

The Soraya aims to be flexible and accommodating. However, the high demand for the venues requires that policies and procedures be adhered to closely. Prior to confirming a rental date, the application requires renters to understand and acknowledge these policies and procedures.

The Soraya understands that renters’ financial resources are precious. These policies and procedures ensure that the financial terms of all rentals are fair and consistent, transparent and accurate. The Soraya will make best efforts to contain costs, while maintaining certain operational requirements and minimum standards.

Your experience at The Soraya is important to us. We know your audience and guests demand excellence, and we will make every reasonable effort to achieve that with you. With nearly 100 different rental events every year, we will work with you to answer your questions, address your unique needs, and ensure you feel welcome.
Checklist for Renting the Younes and Soraya Nazarian Center for the Performing Arts

✓ Learn more about renting the The Soraya by exploring our website located at http://www.thesoraya.org.
✓ Complete the Facility Use Application.
✓ Expect to be contacted within 48-72 hours to confirm availability
✓ Upon confirmation of availability, our production team will contact you in 5-7 days to schedule a pre-production meeting and/or walk-through to determine your event and production needs.
✓ Review your preliminary rental cost estimate.
✓ Sign and return the finalized agreement and submit your initial deposit.
✓ Complete and return ticket worksheet (if applicable).
✓ Provide Certificate of Insurance that meets minimum requirements and Additionally Insured Endorsement.
✓ Don’t forget! Your final balance payment will be due 5 business days prior to your event.

Overview of Rental Suite of Documents

This document outlines the policies and procedures for the facility use of the Younes and Soraya Nazarian Center for the Performing Arts. The policies and procedures attached to this Exhibit are an integral part of the Rental Agreement and by signing the Facility Use Rental Agreement, Renter agrees to the policies and procedures outlined herein. Please read carefully.

Each renter wishing to utilize one of the Younes and Soraya Nazarian Center for the Performing Arts’s facilities will be assigned a Rental Lead. This person will be a member of The Soraya team and will serve as the main point of contact to the renter for the duration of their time working with The Soraya.

Parts of the Rental Suite of Documents

A. Rental Suite of Documents – The below constitutes the entire Rental Agreement.

   I. Facility Use Rental Agreement

   II. Exhibit A, Rental Agreement General Terms

   III. Exhibit B, Event Cost Estimate

   IV. Exhibit C, Policies and Procedures

   V. Exhibit D, Ticket Worksheet

   VI. Rider A, Technical Rider(s) and Stage Plot(s): Renter must provide copies of technical riders or equivalent information, and event specifications (if applicable).

The Soraya resides on the campus of a State University and as a result we are unable to accommodate requests to waive our facility use fees. All individuals and organizations must pay these applicable fees, regardless of formal or informal ties to the Performing Arts Center or any Academic Department or Administrative unit of the University.
**Event Management Timeline**

Any rental inquiries made outside of the timeframes referenced below may be subject to an additional surcharge and are subject to approval at the discretion of YSNC management.

<table>
<thead>
<tr>
<th>Step</th>
<th>Due Date</th>
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<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td><strong>Complete the Facility Use Rental Application</strong>*&lt;br&gt;Be sure to provide your desired dates(s) and two alternate dates.&lt;br&gt;*YSNC requires minimally thirty (30) days advance notice for all rental events. CSUN Departments and Campus events are excluded from this requirement.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td><strong>Confirmation of Your Event Date</strong>*&lt;br&gt;Upon receipt of your completed facility use rental application, our team will check availability and get back to you. Please allow 48-72 hours for our team to get back to you with availability.&lt;br&gt;*Available calendar dates are subject to University staffing regulations, YSNC presented events, University Academic venue use and other Rental engagements.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td><strong>Arrange Pre-production Meeting</strong>*&lt;br&gt;Once a tentative hold has been placed for your event, our team will contact you within two (2) weeks to arrange a pre-production meeting.&lt;br&gt;*At this meeting the Renter should be prepared to provide all relevant details to aid in the successful planning of their event. If YSNC is unable to ascertain sufficient details to determine estimated costs at the conclusion of the pre-production meeting, these details must be provided within three (3) business days after the pre-production meeting in order to maintain your calendar hold.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td><strong>Return Executed Rental Documents and Submit Initial Deposit</strong>*&lt;br&gt;The Rental Suite of Documents and Event Deposit must be returned prior to the deadline set forth in the Facility Use Rental Agreement.&lt;br&gt;The Event Deposit payment is equal to 50% of the event cost estimate that will be generated from information provided at the pre-production meeting.&lt;br&gt;*Renter will allow up to ten (10) business days following the pre-production meeting for YSNC to generate the Rental Documents.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td><strong>Complete Ticket Worksheet (if applicable)</strong>&lt;br&gt;The YSNC Ticket Office is the ticketing outlet for all rental events at the Great Hall (GH) and Plaza del Sol Performance Hall (PdSPH). All ticketed events must use the YSNC Ticket Office for ticketing services. The tickets will be placed on sale through Ticketmaster as well as at the YSNC Ticket Office window during normal business hours.</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td><strong>Provide Certificate of Insurance and Proof of Worker’s Compensation</strong>&lt;br&gt;Renter shall furnish an underwriter’s endorsement with a Certificate of Insurance stating that there is Liability Insurance presently in effect for the Renter with a combined single limit of not less than $2,000,000 per occurrence and $4,000,000 aggregate, and proof of Worker’s Compensation.</td>
</tr>
<tr>
<td><strong>Step 7</strong></td>
<td><strong>Submit Balance Payment of Event Cost Estimate</strong>&lt;br&gt;Renter will not be allowed to enter the premises if the remaining balance has not been paid in full five (5) business days prior to first occupancy.&lt;br&gt;*Rented events with Ticket Revenue may apply earned revenue to the final Cost Estimate. In such cases the payment of the Event Cost Estimate will be due on the Renter’s final day on site, after all ticket revenue has been calculated</td>
</tr>
</tbody>
</table>
Rental Policies and Procedures
Exhibit C

Booking Policy

Renters may begin booking facilities for dates between July 1st of the current year and August 1st of the following year, according to the booking calendar below. In some cases, The Soraya may place holds on a provisional basis.

<table>
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<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
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<tbody>
<tr>
<td>Academic Performances</td>
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<td>1-Mar</td>
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<tr>
<td>Returning Renters</td>
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<td>1-Apr</td>
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<tr>
<td>First Time Renters</td>
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<td>1-May</td>
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All dates for rentals are considered tentative until a fully executed Facility Use Rental Agreement and deposit has been received. Until an event is confirmed, it may be preempted without recourse by an event of higher priority. Tentative dates are held for two (2) weeks, after which time, the YSNC has the right to remove the hold and book another event on the date being held, without prior notice.

Challenges

If another renter makes a request for a tentative date being held, they will be given a second hold. If they are ready to sign a Facility Use Rental Agreement and make a deposit, the original renter will be notified and given 48 hours to make a deposit and sign a facility use rental agreement.

If the client who has reserved the date does not respond to good-faith attempts to notify them of the challenge, the YSNC has the right to release the date to the challenging party.
Payment Procedures and Fees

All payments are non-refundable per Exhibit A Rental Agreement General Terms.

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Due By Date</th>
<th>Additional Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Event Deposit</td>
<td>50% of Event Cost Estimate</td>
<td>Prior to the deadline set forth in the Facility Use Rental Agreement</td>
<td>Without the initial deposit, the calendar hold may be released.</td>
</tr>
<tr>
<td>II. Remaining Balance</td>
<td>Remaining balance of Event Cost Estimate</td>
<td>Five (5) business days prior to event</td>
<td>Access to the venue may be denied without payment of remaining balance.</td>
</tr>
<tr>
<td>III. Final Event Settlement</td>
<td>Either Balance Due or a Credit Owed to the Renter</td>
<td>Thirty (30) days after the event</td>
<td>The Final Event Settlement will reflect the actual labor, hours and facilities used, any additional services utilized and a final ticket audit, if applicable.</td>
</tr>
</tbody>
</table>

*Costs included in the Final Event Settlement reflect actual labor hours worked, including overtime, and/or additional services utilized, balanced against ticket revenue, if applicable.

Payment Procedure

The YSNC Rental Associate will schedule payment for the items below via University CASHNet eMarket. This payment method is to be utilized for all of the Renter’s expenses associated with their event in YSNC venues*.

- University CASHNet eMarket: When a payment is due, the YSNC Rental Associate will provide the Renter with a payment link to the CASHNet eMarket webpage by way of email. This email will include an invoice number, required payment amount, and due date for the payment.

Termination for Financial Default

The YSNC reserves the right to terminate all rental events if the Renter has not met the financial responsibilities outlined in the Facility Use Rental Agreement.

Failure to Comply

Failure to comply with deadlines for payment may result in the assessment of charges to recover the costs of services scheduled and/or performed. Renter agrees to pay all collection costs, including without limitation, court costs, reasonable attorneys’ fees and costs incurred in litigation or collection of any judgments, associated with any unpaid and uncontested monies due to YSNC hereunder.
Rental Rates
YSNC will make best efforts to maintain transparency regarding Facility Use and Labor Rates associated with the Rental of YSNC facilities. The YSNC Rental Rate Card consists of Facility Rental Rates, Labor Rates, and Service Fees.

Facility Rental Rate
- YSNC Facilities are rented on a “per day” basis (a day being up to 14 hours on site).
- Day periods exceeding 14 hours are subject to additional Facility Use Fees
- Rehearsal/Tech days and Performance days may be rented at separate rates.

Concessions
- At the Plaza del Sol Performance Hall concessions may be provided at an additional cost.
- At the Great Hall concessions may be provided at no additional cost.
- All revenue generated from concessions is retained solely by The University Corporation.

Additional Equipment
- While most in-house equipment does not carry an additional use charge, specialized equipment may carry additional use charges. For inquiries regarding equipment not listed, please contact your rental lead.
- Rental Equipment arranged by YSNC from a 3rd party rental firm will be charged to the Renter at cost, plus handling fees.
- Haze is not standard practice at YSNC, however special requests may be accommodated at the discretion concerning YSNC Production. Additional labor and equipment expenses may apply. Please consult the rental lead for any special effect requests.
- All requests for additional services and/or equipment must be made at time the Rental Suite of Documents is returned. Any requests after such time are subject to availability and may be fulfilled at the discretion of the YSNC staff.

Labor Rates
- YSNC staffing is required for all events and productions.
- All YSNC labor will be billed at a 4-hour minimum.
- Use of the facilities on Monday will be subject to overtime. Event Cost Estimate will indicate other overtime costs that may be applied.
- Please note that YSNC has protocols regarding minimum staffing, work hours, and breaks that must be respected by renters.

Service Fees
- **Ticket Office**: Fees for ticket builds and customer service related services from the Ticket Office are applied on a per performance/presentation basis. All tickets are subject to a $2 Facility Surcharge as well as YSNC Box Office and Ticketmaster fees. Credit card fees also apply.
- **Facility Services**: These services include Custodial Services and Parking Services.
  i. For each additional same-day performance or event, a $400 fee will be added to listed fee for extended Facility Management.
  ii. If expected attendance exceeds 1,200 guests, an additional $500 will be added to listed fee for supplemental Parking Services (YSNC Great Hall only).
- **Facility Fee**: Every event is subject to a surcharge of $2 per attendee. The facility fee covers wear and tear and is applicable to all rental events including those hosted by CSUN and The Soraya. This charge may be applied to the renter’s price of tickets, if applicable.
Ticketing Policies

Overview
The Younes and Soraya Nazarian Center for the Performing Arts Ticket Office is the ticketing outlet for all rental events at the Great Hall (GH) and Plaza del Sol Performance Hall (PdSPH) on the campus of California State University, Northridge. All ticketed events must use the YSNC Ticket Office for ticketing services. The tickets will be placed on sale through Ticketmaster as well as the YSNC Ticket Office window during Ticket Office hours. While YSNC ticket office may provide standard ticket manifests upon request, it is the sole responsibility of the Renter to set the ticket prices for their event. Please contact YSNC ticket office for more information.

Ticket Office Location and Hours
The ticket office is located on the campus of California State University, Northridge to the north of the Younes and Soraya Nazarian Center for the Performing Arts courtyard on Mike Curb College Arts Walk. Patrons may park in the G3 Parking Structure located on Zelzah and Prairie Streets or B1/B2 Parking Lots located on Darby Street. The Ticket Office will be open one (1) hour before each performance and remain open until 30 minutes after performance start time.

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday – Monday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Tuesday – Saturday</td>
<td>11am-4pm</td>
</tr>
<tr>
<td>Holidays</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Performance Days</td>
<td>1 hour before start of performance</td>
</tr>
</tbody>
</table>

Ticket Build Policies
- The Event Deposit and signed Facility Use Rental Agreement must be returned prior to initiating a ticket build.
- A YSNC Ticket Worksheet must be completed before the YSNC Ticket Office will begin building the Renter’s event.
- After YSNC completes the ticket build, a sample ticket will be printed and a copy sent to the Renter for verification. The Renter must acknowledge the sample ticket is correct before the event can move forward to on sale.
- After YSNC receives verification, the Renter’s event will be placed on sale. Please allow up to three (3) business days for it to appear online and be available at the ticket office.
- Changes that require tickets to be altered after verification will be subject to an additional $50 set-up fee.
- YSNC will hold twenty-two (22) house seats per performance in the YSNC Great Hall and ten (10) house seats per performance in the Plaza del Sol Performance Hall to be used at the discretion of the YSNC House Management staff.

Ticket Sales Policies
- **YSNC is a Ticket Master Venue.** Please visit [http://www.ticketmaster.com](http://www.ticketmaster.com) for more policies.
- **YSNC does not offer consignment ticketing.** All tickets must be purchased through the YSNC Ticket Office without exception. Renters may purchase tickets from YSNC to distribute to their patrons **IMPORTANT: These tickets cannot be re-sold online and may not be returned.**
- All ticket must be paid for in advance; no reservations or Cash On Delivery (COD).
- Once a ticket has been purchased, no refunds will be issued.
- All returned checks and credit card charges will be charged back to the client.
- A limited number of complimentary tickets can be requested at any time from the Ticket Office Manager. Please allow up to 48 hours for tickets to be processed and available for pick-up.
- YSNC Ticket Office can arrange a limited pre-sale for Renter’s patrons.
- Every rented event is subject to a surcharge of $2 per attendee. This charge may be applied to the renter’s price of tickets, if applicable. While this fee may be passed onto the event ticket price, the facility fee is still applicable to comp tickets, free tickets, and performances with no tickets.
Ticket Staffing Policies
For revenue generating performances, YSNC Ticket Office will have at least two (2) day-of-show ticket sellers provided in the ticket windows at the entrance of the appropriate theatre. The ticket window will open one (1) hour prior to each event.

Privacy Policy
The Younes and Soraya Nazarian Center for the Performing Arts (The Soraya) at California State University, Northridge respects your privacy and is committed to protecting it to the extent possible, subject to applicable state and federal law, through our compliance with our privacy policies. For additional details on our privacy policy please visit https://www.thesoraya.org/privacy-policy/ to find out more.

CSU Policy Library
The CSU Policy Library provides a simple, comprehensive, and powerful way to quickly find CSU systemwide policies and is available at https://www2.calstate.edu/policies.
Insurance Requirements

Renter shall maintain, or cause to be maintained, for not less than the duration of the contract between Renter and YSNC/CSUN, at least the following types and amounts of insurance for claims which may arise from or in connection with services or products provided.

- **General Liability:** comprehensive or commercial form minimum limits each Occurrence $1,000,000, General Aggregate $2,000,000
- **Business Automobile Liability:** minimum limits or Owned, Scheduled, Non-Owned, or Hire Automobiles with a combine single limit of not less than $1,000,000 per occurrence.
- **Worker’s Compensation:** evidence of coverage as required under California Law
- **Professional Liability:** evidence of coverage when applicable.

The Renter agrees that no work or services shall be performed until documentation has been received and verified that the requirements have been met per the certificate of insurance and endorsements.

Insurance shall be placed with insurers with a current A.M. Best’s rating of no less than A:VII.

Certificate Holder:
CSU, Northridge
Attn: Insurance & Risk Management
18111 Nordhoff Street
Northridge, CA 91330-8458
Fax 818-677-5089

The general liability and automobile liability policies are to include Additional Insured endorsements that contain the following provisions:

1. The State of California; the Trustees of the California State University; California State University, Northridge; the California State University, Northridge YSNC, and their officers, agents, volunteers and employees are to be included as Additional Insured with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Renter; and with respect to liability arising out of work or operations performed by or on behalf of the Renter including materials, parts or equipment furnished in connection with such work or operations, General liability coverage is to be provided in an endorsement to the Renter's insurance, or as a separate owner's policy.

2. For any claims related to any project, the Renter’s insurance coverage shall be primary insurance as respects the Campus, its trustees, officers, employees, representatives and volunteers. Any insurance or self-insurance maintained by the Campus, its trustees, officers, employees, or volunteers shall be excess of the Renter’s insurance and shall not contribute with it.

3. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be cancelled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the Campus.

4. All rights of subrogation under the insurance policies have been waived against the Campus.
Rental Events Involving Minors
Proof of Sexual Molestation Liability (SML) insurance must be provided and must remain in force for the duration of the Facility Rental Agreement.

Renter shall be responsible for performing a complete criminal background check including LiveScan for all its officers, agents, staff, employees, and volunteers assigned for events and activities who perform work or provides services directly involving minor children within the rented premises. Background checks shall be in compliance within a twelve (12) month period. YSNC may request copies of the completed background checks at its discretion.

Chaperoning of Minors
Whenever minor children are brought into the backstage areas of YSNC as part of a production, an adult must accompany them at all times. These adults must be supplied by the Renter. A minor is defined as anyone under the age of 18. Renter should plan on supplying one adult chaperone for every five children. All chaperones are encouraged to make themselves available for an onsite visit prior to the event’s load-in date.

Chaperones should remain with minor children at all times. Chaperones and minor children should remain in the dressing rooms when not required on stage. Any movement of minor children through the venue, such as to/from dressing rooms, restrooms, the stage, etc., requires an escort. No minor may be left alone for an extended period of time without a chaperone.

YSNC reserves the right to refuse any minor child or chaperone access to the building if they demonstrate an unwillingness to cooperate with this policy.
Front of House and Operations Procedures

**House Management**
YSNC provides and supervises house management services for all audience events in its venues. At least one representative of the Renter must be readily available to address house management needs if such instances arise during the Renter’s event. YSNC reserves the right to make changes to any house policies as determined by the House Management. Any changes to standard policies must first be approved by House Management.

**Operational**

- **Lobby**: By default, the lobby will open for audience access to the facility one (1) hour prior to the start time of an event.
- **House**: By default, the House will open for audience seating thirty (30) minutes prior to the start time of an event.
- **Start time of an event**: It is the intention of YSNC management to begin each event at the published and requested time of the Renter. Generally, event start time is not delayed more than five (5) minutes.
- **Food and Drink**: Food and drinks are not permitted in the audience seating areas of the YSNC Great Hall or the Plaza del Sol Performance Hall unless the beverage is in a YSNC tumbler; available for purchase at events where concessions sales are available.
- **Every person attending a ticketed event, regardless of age, must have a ticket**: It is the responsibility of the Renter to ensure that all special guests, performers, etc., that will be sitting in the house are included in the overall ticket count.

**Staffing Requirement**
YSNC’s Front of House staff are required to staff all events inside the theatre and lobby. YSNC will determine the audience management needs for an event depending on the venue and the anticipated audience. YSNC ushers will be staffed to ensure the safety and security of the event and its patrons and to maintain audience services standards. Minimum staffing levels include, but are not limited to, staffing all audience ingress/egress points, all seating sections, and any other location in the facility that the audience may reasonably access. Staff will be scheduled at the sole discretion of YSNC and labor costs will be included in the cost estimate provided.

**Late Seating**
While House Management will work with Renter to determine a mutually agreeable best practice for late seating for the event, at no point may the Renter or patrons of the event block ingress and egress to the venue, including but not limited to walkways and emergency exits.

**Merchandise**
Renters must submit a request to YSNC management for selling merchandise at the time the Rental Suite of Documents is returned.

Location and set-up must be reviewed and approved by YSNC in advance of the engagement. YSNC will receive 20% of all merchandise sales as well as a $50 seller fee. Sales must be confined to areas designated in the approval document and shall be monitored by the designated seller. All sales must be in accordance with laws regarding California sales tax. YSNC will retain applicable taxes for all merchandise sales. Renter assumes full liability for claims resulting from the sale of such merchandise.

**Donations**
In compliance with State and Federal Law, the collection of cash donations is not permitted unless the receiving entity has valid and current 501(c)(3) documentation for proof of non-profit status. YSNC and its ancillary facilities allow any other source of donations including but not limited to canned goods, clothing, etc.
Concessions
No outside concessions may be sold in the YSNC or its ancillary facilities. Renters may not sell or serve concessions that are homemade foods, snacks, or beverages on University property. The Orange Grove Bistro is the only entity on University property that is permitted to sell and serve concessions and alcoholic beverages. All revenue generated from concessions is retained solely by The University Corporation.

Catering
In compliance with City and County Law, a licensed food services provider must provide all food and drink for audience consumption in YSNC or its ancillary facilities. The University caterer, Orange Grove Bistro, can provide these services under a separate contract.

To arrange for these services, Renter must advise the YSNC Rental Lead and contact the Catering Manager at the Orange Grove Bistro. Requests for Concessions and/or Catering must be made upon the receipt of the Rental Suite of Documents. Any requests after such time are subject to availability and may be fulfilled at the discretion of the YSNC staff.

The renter reserves the right to request a third-party caterer. All third-party catering are subject to YSNC approval and must provide a copy of a current health permit and proof of insurance that meets the Universities minimum requirements.

Signage
The posting of signs or banners on or in any YSNC venue must be approved prior to the event by YSNC management. No signs or posters shall be taped onto the walls or windows without such approval.

Front of House staff will place wayfinding signage for rental events at the Plaza del Sol Performance Hall. Please see the maps available online.

Photography and Videography
Renters: While the Renter may take photos and videos of their event, the Renter must sign a photo-release waiver (summarized below) provided by University Licensing, regardless of its use (commercial or otherwise). YSNC is not responsible for the quality of archival video captured at the event.

Renters grants permission to CSU, Northridge and the Younes and Soraya Nazarian Center for the Performing Arts (YSNC), its employees and agents, to take and use visual/audio images. Visual/audio images are any type of recording, including photographs, digital images, drawings, renderings, voices, sounds, video recordings, audio clips or accompanying written descriptions. YSNC will not materially alter the original images. Renter agrees that YSNC owns the images and all rights related to them. The images may be used in any manner or media without notification to Renter, including but not limited to web sites, social media, publications, promotions, advertisements and posters.

Patrons: YSNC venues practice a standard policy of no patron photography or recording. However, for rental events, the Renter may dictate whether such a policy is applicable to their event.

YSNC: YSNC reserves the right to photograph at all rental events for the following uses:

a. Social media
b. Future promotional purposes
c. Archival purposes

ASL Interpreter
If requested by an audience member, American Sign Language (ASL) interpreter(s) must be provided. Upon receiving such a request, YSNC will arrange for the services of an ASL interpreter(s) and include the cost of this service in the Renter's facility cost invoice. Then Renter may also choose to contact an ASL interpreting service directly, in which case the cost of this service will not be reflected in the facility cost.
Rental Policies and Procedures
Exhibit C

Patron Safety
All patrons must maintain reasonable and appropriate behavior at all times. Patrons who engage in disorderly conduct will be required to leave the theater.

Item Check
For the safety and comfort of all patrons, the following items are not permitted inside The Soraya’s Great Hall or Plaza del Sol Performance Hall. However, patron can check these items at the complimentary Item Check for the duration of the event.

- Large personal items, including bags, backpacks, and musical instruments
- Balloons (helium-filled), flowers, large gift items, air horns, beach balls, confetti, Silly String
- Professional audio/video recording equipment, selfie sticks

Children and Infants
Children 5 years old or older are welcome at most events and, regardless of age, much have a ticket. Infants on laps are not permitted unless specified. To ensure safety, children under the age of 8 will not be allowed to sit in the front row on Balcony and Loge levels, nor will they be allowed to sit in box seats on any level.

Animals in the Venue
It is YSNC policy to provide a safe and healthy environment for all renters, patrons and employees. In accordance with this, all animals are prohibited from all YSNC facilities with the exception of certified service animals for persons with disabilities as defined by the Americans with Disabilities Act. The handler of any service animal may be required to show the animal meets licensing requirements by the state of California, health records (including vaccinations from a licensed vet), and minimum training standards verification. The animal must also wear some type of commonly recognized identification.

Emergency Medical Treatment
YSNC venues are equipped to provide First Aid for minor injuries. An usher may be contacted for assistance. YSNC has the discretion to determine the need for any Paramedics/Emergency medical personnel. Should a medical emergency take place inside a performance space during an event, House Management may stop the performance while the medical emergency is resolved.

Smoking and Tobacco Free Venue
The YSNC which is located on the campus of California State University, Northridge is a non-smoking and tobacco-free facility. Smoking and the use of tobacco are prohibited in all areas of campus, including parking lots and surrounding structures.

Sustainability
Sustainability is a key priority at California State University, Northridge and is integrated into all aspects of The Soraya from operations to infrastructure. With Sustainability being one of our highest priorities, The Soraya uses biodegradable materials and has launched a program that provides patrons with realtime data about the theater’s water and energy use and savings on a “Sustainability Monitor” in the theater’s lobby.

Single Use Plastic Bottle Policy
The Soraya is a LEED Certified Gold venue, and prioritizes best practices of environmental sustainability. Therefore, use of single use plastic bottles backstage are discouraged. Convenient access to filtered water stations are provided.

RECYCLING
Renter will be responsible for removal of any trash and products from all areas and will place trash and products in receptacles provided by YSNC located on the loading dock. A fee may be charged at Final Settlement for excessive amounts of waste and product left for recycling, as determined by YSNC.
Production Services - Operations and Procedures

Production Services shall have sole and exclusive control over the facility and all production equipment used in connection with the rental engagement.

Standard Setup / Base Condition

At the start of the booking period the stage or rehearsal space will be in its base condition and broom clean. For theater spaces this will include a clear stage and wing space, standard stage drape house hang on stage rigging, orchestra shell stored, and house lighting plot in place. Production Services will advise Renter if the base condition for the booking period will be a different state. The facility must be restored to the base condition it started at by the end of the booking period, unless otherwise confirmed by Production Services. The renter is responsible for the time and labor to complete any required restore activity.

Technical Information and Drawings

Production Services has a collection of documentation for the facility and house equipment. The Technical Information packet is available through Production Services or on YSNC webpage.

Construction Activity / Building On Stage

On site construction is generally limited to installation, touch up, modification, or maintenance activity. Larger construction activities, which create dust, chips, smoke, or spray (among others) are only allowable at the discretion of Production Services and will be limited to specific areas of the facility.

Production Staffing

YSNC Production Services has an in-house Technician Staff that is used to staff events. Production Services Staff or an approved contractor must operate all production equipment.

Key items for production staffing are:

- House Technician Staff or an approved contractor must operate or supervise the operation of all Production Services equipment.
- Staffing levels are a function of the event’s production needs and maintaining an appropriate staffing level for the activity planned. YSNC Management sets the staffing level in consultation with the Renter.
- Minimum Staffing Levels for All Work Calls
  - 1 Technical Supervisor / Department Head
  - 3 Technicians
  - Increases based on total staff scheduled and departments used
- Additional Staffing Types May Be Required
  - Lead Technicians
  - Special Board Ops (lighting and sound)
  - Increases based on activity and specialized equipment planned use
- Staffing levels will increase from the minimums based on facility, scheduling, and event needs.

Work Periods, Breaks, and Meal Periods

- A work period may be up to five (5) hours long.
- The last work period of the day may be up to six (6) hours long.
- 15-minute paid break is required after four (4) hours of work in a work period.
- 60-minute non-paid meal break is required between all work periods.
  - Alternately – a 30-minute paid meal break may be taken if the affected staff are provided a meal.
- If a meal break is not provided in the above timeline meal penalty or higher rate of pay may be charged after five (5) hours of work in a work period. If the last work period of the day is longer than six (6) hours meal penalty may be charged starting at the fifth (5) hour of that work period.
Stage Activity and Dark Periods
Production Services may require the stage area be dark with no work activity permitted during breaks and meal periods.

Sound Levels
Sound levels inside performance spaces will not be permitted to exceed an average Sound Pressure Level of 92db (LAeq, 10 Minutes) measured from the center of the house at the mix position.

Outdoor Amplification
Events outside that will involve ANY form of amplified sound will be subject to CSUN Time Place and Manner Policies. Renter will work through their Event Lead and Production Services to identify timeframes, volume level, and approval for any amplified sound outside. Without proper approval amplified sound outside will not be permitted or guaranteed.

Flame Proofing and Soft Goods
All soft goods and stage fabrics shall be inherently flame resistant (IFR) or treated appropriately to render the material flame resistant. The renter will be responsible for demonstrating this on request.

Atmospheric / Haze Effects
It is not normal practice to use any Atmospheric or Haze Effects for events at YSNC. In order to use such effects the facility must be placed into ‘Haze Mode’ which requires additional staffing by CSUN Physical Plant Management (PPM) and submission of a permit request to CalFire. An approved permit, scheduled fire watch staffing, and HVAC staffing all need to be present for the building to go into ‘Haze Mode’.
Haze Requests must be submitted at the time the Rental Suite of Documents is returned. Late requests will not be accepted. Not all dates and times requested may be able to be accommodated and additional staffing charges for required Firewatch and HVAC Tech will be the responsibility of the renter.

Open Flame and Pyrotechnic Effects
No fire and/or radiation effects are typically permitted in YSNC facilities. CSUN facilities are under the jurisdiction of the California State Fire Marshal. Any special requests will require submittal of documentation and permit forms for review by CalFire along with CSUN Insurance and Risk Management and YSNC Management. This review will take an extended period of time and turnaround times are not guaranteed.

Fire Curtain
The path of the fire curtain must remain clear in all the theater venues. The operation of the fire curtain cannot be impeded in anyway.

Prop Weapons
Use or possession of prop weapons on campus and in YSNC facilities requires special attention and review by CSUN Police Services. The use or possession of such weapons will not be permitted without the proper approvals and use procedures in place. Prop weapons may include but are not limited to guns, swords, knives, etc.

Facility Keys
Facility keys and/or lock codes are the property of YSNC and will not be distributed to the Renter under any circumstance.
Defacement of Facility
Renter shall not nail, tack, tape, screw, or use similar material to be driven or placed in any part of the premises without approval of the YSNC Technical Director. There shall be no painting on stage without prior approval of YSNC Technical Director. Repair of all damage is the responsibility of the client.

Damage to Venue Equipment
Any damages to YSNC facilities, property, equipment or other items are the responsibility of the Renter. Replacement or repair costs will be assessed by YSNC and are the responsibility of the Renter and will be charged during Final Settlement.

Decorations/Props
Decorations and Props are not provided by YSNC. Any existing props, decorations and equipment are the exclusive property of YSNC and are not available for use. Exceptions may apply as determined by the Technical Director.

Personnel Conduct
All backstage personnel must maintain professional standards and practices during occupancy of this facility. Professional standards include, but are not limited to, industry safety standards, courtesy to other personnel, respect for property, and adherence to all state and local laws and regulations. Any individual not maintaining professional standards will be required to leave the facility and may be subject to legal action.
Security Operations and Procedures

Overview

Any requests for security staff at rental events must be approved by campus Department of Police Services, who will, at their sole discretion, determine the appropriate level of security for the event. Third-party security may be provided with no less than 4 weeks advanced notice subject to the approval of Police Services. The Soraya will liaise between the Renter and CSUN Department of Police Services to determine mutually agreeable security measures.

Safety is priority for the CSU Department of Police Services (DPS). Levels of security and police presence are at the discretion of DPS. Costs for these services are set by the State of California.

Security

Level 1: Standard

DPS provides 24-hour patrol operations and 9-1-1 assistance on the CSUN campus. This service is provided at no cost to the renter.

Level 2: Additional Security at CSUN’s Discretion

In effort to maintain a maximum level of security, the Department of Police Services at CSUN may deem it necessary to provide additional security for a Renter’s event. The Renter will be informed if additional security is used. These charges will not be the Renter’s responsibility.

Level 3: Special Renter Requests

CSUN Department of Police Services is comprised of state Police Officers. They are not event security personnel. CSUN DPS cannot make staff available to provide services such as bag checks, metal detection, wanding, etc. Should the Renter make a request for specific services, YSNC will consult with CSUN DPS in order to determine a mutually agreeable solution. These requests must be made at least sixty (60) days prior to the Renter’s First Day on Site and will come at the sole responsibility of the renter.

For Artist Entrance security, YSNC will assign a staff member to the Artist Entrance for events at The Soraya’s Great Hall, and may assign a staff member to the Artist Entrance for events at the Plaza del Sol Performance Hall if requested or required given the nature of the event.
Marketing & Promotions

Renter Responsibility
Renters of the Younes and Soraya Nazarian Center for the Performing Arts venues and controlled spaces are responsible for promotion of their own events. However, Renters must submit marketing materials to the YSNC Director of Marketing to ensure that YSNC is represented properly.

- **Logo use:** All Renter-created marketing materials for events in YSNC venues must include the YSNC & CSUN logo. Upon requested, YSNC Marketing will supply the Renter with the appropriate logo for use.

- **Physical posting of signs and/or banners:** Large posters or banners are not permitted. Please confirm with the Rental Lead or Director of Marketing before placing any promotional materials.
  - Any promotional posting around the CSUN campus will require prior approval by those at the University and Matador Involvement Center: [http://www.csun.edu/sites/default/files/750-02.pdf](http://www.csun.edu/sites/default/files/750-02.pdf)

Printed Materials
Renter shall refer to our organization in any advertising, publicity or promotional copy and materials as: "Younes and Soraya Nazarian Center for the Performing Arts" or "The Soraya" or "The Plaza del Sol Performance Hall"

Plan Your Event
For Rental Events in the Great Hall a Plan Your Event, or PYE email will be sent to Renters and ticket purchasers*. This will include important information regarding event information, arrival, parking, accessibility, and an optional copy provided by the Renter.

*If Renter conducts a ticket buy-out, the PYE will be sent to Renter for their own distribution.

Available YSNC Marketing Services*
YSNC Marketing offers a digital package for Renters seeking online marketing assistance. Please contact your Rental Lead for additional details.

Limitations
YSNC must review and approve all marketing related materials(s) including, but not limited to, the images, name and/or logo of YSNC, CSU, Northridge or any of its facilities, proposed to be used by renter for advertising purposes (including but not limited to, news releases).

Marketing & Promotions Package
*Additional marketing requests will be considered with mutually agreeable terms between YSNC and Renter.
Parking Services Explained

Overview:
California State University, Northridge parking policies apply to all campus lots and garages. All visitors, Renters, employees, volunteers, guests, and patrons must abide by parking regulations. All persons using CSUN parking facilities must park in a marked space within the designated parking area, and must display a valid permit appropriate for the space the vehicle is occupying. Parking Permits may be purchased once you arrive on campus from a parking permit dispenser or from one of the Information Booths. Both the parking permit dispensers and Information Booths accept cash and credit cards to purchase your parking permit. The cost for campus parking is $4 (2 hours), $6 (4 hours) and $8 (daily to 11:59pm) per standard sized vehicle. The cost for oversized vehicles will be determined upon request and on a case by case basis. Vehicles not displaying permits are subject to citation. YSNC assumes no liability for any citations issued.

Access to parking is available on a first-come, first-served basis in parking lots D1 and B1 (for The Soraya’s Great Hall), and lots G3 and F5 (for the Plaza del Sol Performance Hall). Vehicles with a valid handicap placard must also display an event parking permit.

Great Hall
CSUN Parking Services will provide wayfinding staff and signage, booth attendants, and other necessary parking support as part of the initial parking fee to the renter.

The YSNC Loading Dock provides two (2) lanes that may only fit two (2) trucks, or up to 4-6 cars depending on size.

For Security purposes, The Loading Dock may be secured as necessary.

Special parking arrangements
Additional costs will be added to the Event Cost Estimate if the Renter has a request for special parking arrangements that include but are not limited to parking permit buy-outs, valet, shuttle services, etc.

Plaza del Sol Performance Hall
The Rental of the Plaza del Sol Performance Hall does not include a flat fee for Parking Services. However, Renters may pre-purchase up to five (5) parking permits for the F4 parking lot behind the venue. These parking permits are hand delivered to Renters on the first day of their event during their access time.

Renters requesting parking permits for the F4 parking lot must supply the Rental Lead or PdSPH Assistant Technical Director a list of names (first and last) for those individuals needing permits. At $8 per permit, the parking passes will give the Renter and guests’ access to the lot only for the day and time period indicated on the permit. Renters will need separate permits for different days.
Definitions of Terms

I. **Application:** Issued by means of University CASHNet eMarket, the Application will include Renter’s basic information including organization name, type of organization, address, and contact information.

II. **Facility:** The venue and all of the equipment within it that the Renter has applied to use.

III. **Pre-production Meeting:** A meeting or conference call scheduled with YSNC staff for purposes of acquiring event information that informs the best estimate of Event Costs.

IV. **YSNC Rental Suite of Documents**
   a. **Facility Use Rental Agreement:** Contract face of the Rental Agreement.
   b. **Exhibit-B Event Cost Estimate:** Estimated costs for the Renter’s event inclusive of flat facility-use rates and variable labor costs per event details and logistics discussed in pre-production meeting. Actual costs will be settled upon reconciliation of the Renter’s event.
   c. **YSNC Ticket Worksheet:** This worksheet advises the Ticket Supervisor and Ticket Office Manager of the details for the Renter’s event. It is a requirement that all hard ticket events in YSNC facilities (YSNC Great Hall and Plaza del Sol PH) must be built and managed through the YSNC Ticket Office and sold online via Ticketmaster. For more details, please see pg. 12.

V. **Add-on costs:** Any cost to the Renter’s event that is added after an Exhibit-B Event Cost Estimate has been issued. These costs include, but are not limited to Marketing Packages, added special equipment, and parking permits.

VI. **Remaining Balance Payment:** This process applies to all Rental events. The Remaining Balance Payment is the remaining costs as determined by the Event Cost Estimate, minus the renter’s Event Deposit.

VII. **Final Settlement:** The final reconciliation of the Renter’s event with accounting of all actual costs against Ticket Revenue.

VIII. **First/Last Day on Site:** A Renter’s First/Last Day on Site refers to the first day the Renter begins to utilize the facility and the day in which the Renter has completely vacated the premises.

IX. **Performance:** A gathering of the performance personnel at the venue, where more than 25 persons not officially associated with the company are in attendance. This includes but not limited to, general spectators, parents/relatives of performers, friends of the company, etc.

X. **Load-In/Tech/Rehearsals:** A gathering of the performance personnel at the venue, where less than 25 persons not officially associated with the company are in attendance. Persons officially associated with the company include, renter staff, volunteers, performers, etc.

XI. **“Dark” Days:** An effective “off-day” for all of YSNC staff. Rentals occurring on “dark” days may be subject to additional fees and higher labor rates.

XII. **CASHNet eMarket:** The program that the campus of California State University, Northridge uses to process credit card payments.

XIII. **Revenue Generating Event:** An event that generates income by means of ticket sales. This does not include the sale of concessions, merchandise, or donations.

XIV. **Non-Revenue Generating Event:** An event that does not generate income by means of ticket sales. This does not include the sale of concessions, merchandise, or donations. Non-Revenue Generating Events are still required to print tickets and are subject to the standard $2 per ticket Facility Fee.

XV. **Ticket Manifest:** A document that determines the price of a ticket based on its correlating seat location.

XVI. **Consignment Ticketing:** The process of a Renter selling a portion of their tickets by themselves, or through a different 3rd party platform.

XVII. **Complimentary (Comp) Tickets:** A ticket that is given to a person for free. These tickets are still subject to the standard $2 per ticket Facility Fee.

XVIII. **Lobby:** The area of the venue in between the outside of the building and the seating areas.

XIX. **House:** The seating areas of the venue.

XX. **Late Seating:** The process of bringing a patron into the house after the performance has begun

XXI. **Merchandise:** Any materials that are sold or given away in the venue. Does not include any type of food or beverage.

XXII. **Custodial Personnel:** A person employed by California State University, Northridge who is assigned to work at the Younes and Soraya Nazarian Center for the Performing Arts.

XXIII. **Parking Services Personnel:** A person employed by California State University, Northridge who is assigned to work in the parking areas on the campus.

XXIV. **Security Personnel:** A person not employed by California State University, Northridge who has been hired or assigned with the intent to maintain a set security level for any event, location, or area.

XXV. **Shift Differential:** A policy where certain employees are paid a different rate, depending on the hour of the day a shift takes place.

XXVI. **The University Corporation (TUC):** The University Corporation (TUC) is a non-profit auxiliary corporation that provides commercial and administrative services to CSUN. The University Corporation (TUC) and The Soraya are separate business entities.

XXVII. **Orange Grove Bistro:** The Orange Grove Bistro is a full service restaurant located in CSUN’s historic orange grove is the Orange Grove Bistro.