

Ancillary Services

Updated July, 2009

We're committed to ensuring communication based on client needs: before, during, and after an event. We think it is best to be big on the things that matter to you – and that is service! That's why we consider our Permit Holders part of our team. We invite you to work with us on all stages of your event – choosing our venue is the beginning, retaining your business is progress, working together is success! We also strive to provide service to your patrons, renting here means we will aspire to put their needs first.

ATM

The facility has an ATM in the Mansfield Convention Center.

Audio Visual Equipment

The Mansfield Center for the Performing Arts offers the following in audio visual equipment to help you make your event a success.

- *Mansfield Theater* – Permit Holder may rent from a variety of local or regional resources; ask our Technical Director for a recommendation based on your event's needs. Technical Director, John Gemberling, gjohng050@bresnan.net
- Included in the rent of the *Mansfield Convention Center* – a sound system; four microphone inputs/microphones & stands; a CD player and radio.
 - ✓ Upgrade to a wireless microphone for \$25 per day + plus our Technical Director is required (\$24 hour 2 hour minimum)
 - ✓ Overhead projector - \$15/per day
 - ✓ TV, VCR, DVD player - \$25/per day
 - ✓ Free standing 9'x9' screen - \$50/per day
- *Missouri Room* – offers a portable sound system with 3-wired microphones and one wireless for \$50
 - ✓ Overhead projector - \$15/per day
 - ✓ TV, VCR, DVD player - \$25/per day
 - ✓ Free standing 9'x9' screen - \$50/per day
- *Gibson Room* – has one wired microphone for \$25/per day
 - ✓ Overhead projector - \$15/per day
 - ✓ TV, VCR, DVD player - \$25/per day
 - ✓ Free standing 9'x9' screen - \$50/per day

Please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510, know your needs a minimum of 10 working days prior to your event for use of other audio visual equipment in our inventory. The following may be reserved on a first-come, first-served basis and there is no charge unless the furniture is not returned immediately following the event:

- Whiteboard – no charge
- Flip chart – \$7 each

Backstage Security

Show security services may be hired through a private vendor by contacting the Events Coordinator at ccevents@greatfallsmt.net or 406-455-8510.

- Arrangements must be made a minimum of 10 working days prior to the scheduled event date
- \$18.75/hour for “t-shirt staff” four hour minimum/per person
- \$28.75/hour for “head security” four hour minimum/per person
- The number of security person will be determined by the private vendor after event assessment

The Mansfield Events Office will withhold the amount from the final settlement.

Box Office Services

Need a better way to sell tickets? Then you need the Mansfield Box Office. The Box Office has exclusive rights to all electronic ticketing for all events held in the Great Falls Civic Center; and use of the Mansfield Box Office is required for all events contracted by non-residents of Great Falls. Non-residents are prohibited from sub-contracting through residents or other local groups for ticketing services. Box Office services include a store front; regular hours; in person, phone and sales 24/7 on the Internet; ticket stock; certified audit trail; ability to take a credit card; and more! Please contact our Box Office for a quote ticketing@greatfallsmt.net or 406-455-8514.

- *Mansfield Theater* – included in Theater rent
 - ✓ 8% of gross ticket sales+ \$.50 facility surcharge
 - ✓ \$935 minimum with a cap of \$4,225 (cap has an annual CPI increase)
 - ✓ 3% credit card reimbursement fee
 - ✓ Ushers and House Manager are included at no additional charge
- *Mansfield Convention Center or Missouri Room*
 - ✓ 5% of gross ticket sales
 - ✓ \$300 minimum with a cap of \$2,300
 - ✓ 3% credit card reimbursement fee
 - ✓ Ticket takers and House Manager may be hired at a fee of \$12.50/hour 2 hour minimum/per person

Communication System

Communication with your team is essential to a successful event. We can provide radios and ear pieces for use in the Mansfield Theater to help you communicate back stage and front of house. Requests should be made 2 weeks prior to the event date, please contact the Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510.

- Rental fee of \$15 per radio/ear piece/per day + \$75 deposit per unit
- Rental fee is based per day; all equipment must be returned to Stage Manager at the end of the day
- Deposit must be paid in advance in cash/check/Visa/MC and will be returned as soon as all equipment has been returned and accessed for damage

Concert Barricades

We can provide 40 feet of a professional-grade barricade. The barricade is 4' high and 40' in length. The cost is \$500 per day. Any requests for the barricades should be made 2 weeks prior to the event date, please contact the Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510.

Coffee Service

Enjoy a meeting and have fresh coffee waiting at the time of your arrival! We are proud to exclusively serve Morning Light Coffee. Please request coffee service from our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510, a minimum of 10 days prior to your event. The service includes powered cream, sugar, stir sticks and cups.

- Coffee: (5-gallons) regular/decaffeinated - \$55
- Tea: herbal/black - \$15

If you want to make your own, please let your Events Coordinator if you need to rent our equipment:

- Electric coffee pot - \$10 each
- Misses Tea Maker – no charge (unless not returned immediately following the event)

Cooking in the Mansfield Convention Center

The Mansfield Convention Center offers a “caterer’s kitchen.” There is a walk-in cooler, ice machine, warmer, microwave, pop dispenser hook up, hand-wash station, multiple sinks and plenty of counter and storage space. The room is not equipped for actual cooking or frying on premise (sorry, no use of grease). Renters may use crock pots, chafing dishes with sterno heat or barbeque in the fire code/pre-approved designated areas outside.

- Renters who do not follow the policy and use grease will be assessed an extra cleaning fee of \$350

Cooking in the Missouri Room

The Missouri Room offers a kitchenette. This room includes a refrigerator, sink and a small counter area. The room is not equipped for actual cooking or frying on premise (sorry, no use of grease). Renters may use crock pots, chafing dishes with sterno heat or barbeque in the fire code/pre-approved designated areas outside.

- Renters who do not follow the policy will be assessed an extra cleaning fee of \$350

Convention Decorating

All your needs for tradeshows, exhibits, booths, etc including skirts, tables, accessories and displays may be hired through *K & J Convention Decorators*. Please contact Chris at 406-442-3238 for a price quote.

E-Mail Blasts

The Permit Holder using Box Office Services and the City of Great Falls Mansfield Box Office has access to ticket buyer information. Promoters may access this information 24/7 via their promoter log-in. Promoters may use their ticket buyer’s e-mails to do email blasts for special offers, early on sale announcements, show updates etc. Please let our Box Office know your needs, ticketing@greatfallsmt.net or 406-455-8514.

- The Mansfield Box Office provides email blast services for \$25/hour with a 2 hour minimum
- Requests and material needed for the blast must be made 7 working days in advance; less notice will incur a \$350 rush charge and be considered on a case by case basis
- An estimate for the email blast will be provided at the time of the receipt of the materials (it will be based on the number of emails for the performance)

Extension Cords

The Mansfield Center for the Performing Arts asks renters to bring their own extension cords for use on premise. Please make a note that fire code requires that all extension cords must be “commercial gauge/grade” (sorry no use of a home-grade/gauge extension cord maybe used). Our venue has a few “extras” on hand, but we’d hate to disappoint a renter if our cords are being used by another Permit Holder, please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 know your needs a minimum of 10 working days prior to your event.

- Commercial gauge extension cord - \$5 each
- A \$40 each replacement charge will be assessed if the cord is not left at the end of the event

Furniture

The Mansfield Center for the Performing Arts provides tables, chairs and garbage cans – all included with the room rental. Each room has a standard furniture inventory. Additional tables (\$10 each) and chairs (\$2 each) may be rented from “other” rooms (based on availability) please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 know your needs a minimum of 10 working days prior to your event.

- *Mansfield Convention Center*
 - ✓ 70 – 60” round banquet table
 - ✓ 45 – 6’ banquet tables
 - ✓ 42 – 8’ banquet tables

- ✓ 800 padded chairs
- ✓ 20 – 30 gallon garbage cans
- *Missouri Room*
 - ✓ 30 – 60” round banquet table
 - ✓ 12 – 6’ banquet tables
 - ✓ 13 – 8’ banquet tables
 - ✓ 250 padded chairs
 - ✓ 4 – 30 gallon garbage cans
 - ✓ 1 piano (see Piano’s below)
- *Gibson Room*
 - ✓ 8 – 60” round banquet table
 - ✓ 2 – 6’ banquet tables
 - ✓ 8 – 8’ banquet tables
 - ✓ 56 padded chairs
 - ✓ 50 metal folding chairs
 - ✓ 2 – 30 gallon garbage cans
- *Commission Chambers*
 - ✓ 100 padded chairs

The following inventory may be reserved on a first-come, first-served basis and there is no charge unless the furniture is not returned immediately following the event:

- Table lectern – no charge
- Standing podium – no charge
- Standing, metal easel – no charge
- Standing, oak easel – no charge
- Table top easel – no charge
- Montana flag – no charge
- US flag – no charge
- 95 gallon garbage cans – call for a quote
- Caterer’s carts – no charge
- Equipment carts – no charge
- Clothed, moveable panels (for use in the Mansfield Convention Center only) – no charge
- Stanchions – no charge

Internet

The Mansfield Center for the Performing Arts does not provide access to the Internet. Wireless Internet cards may be used or this service may be contracted through outside wireless Internet providers.

Linen Service

Renting linens for an event is easy and inexpensive. Please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 know your needs a minimum of 2 weeks prior to your event date.

- White 60” round table cloths - \$2.25 each
- White 8’ banquet cloth - \$2.25 each
- White 10’ table skirt - \$14.50 each (1 free skirt provided for every 20 rented table linens)

Marquee

The Mansfield Center for the Performing Arts outdoor electronic marquee is located on the north side of the

grounds (on the corner of First Avenue North and Park Drive). The message board usage is restricted to events held at our venue; at any other City-owned property; events sold through the Mansfield Box Office ticketing system; or events sponsored by the City of Great Falls that have City-wide interest. The number and duration of announcements will be subject to the availability of time and space based on the overall schedule of events and other commitments regarding use of the outdoor marquee. Please work with your Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 if you'd like a message on the marquee.

Media/Marketing

The Mansfield Center for the Performing Arts does not have a marketing person. To help your promotion, here is the media in our market.

Television

- KFBB – ABC Affiliate, www.kfbb.com, 406-453-4377
- KRTV – CBS Affiliate, www.montananeewsstation.com, 406-453-2431
- KBGF – NBC Affiliate, www.beartoothnbc.com, 406-761-1666
- Bresnan – Cable TV, www.advertiseonbresnan.com, 406-452-4111

Radio

Cherry Creek Radio, 406-761-7600

- [KLFM 92.9 FM](#) Good Time Oldies
- [KLSK 100.3 FM](#) Adult Alternative
- [KMON 560 AM](#) Country
- [KMON 94.5 FM](#) "The Max" Country
- [KVVR 97.9 FM](#) "The River" Lite Rock Favorites
- [KAAK/K99 98.9 FM](#) Top-40

Fisher Radio, 406-761-2800

- [KQDI 1450 AM](#) "News Talk 1450" News/Talk
- [KQDI 106.1 FM](#) "Q 106" Classic Rock
- [KINX 107.3 FM](#) "Radio Sam" Modern Rock

Great Falls Tribune, www.greatfallstribune.com, 406-791-6578

Lively Times, www.livelytimes.com, 406-644-2910

Merchandise Sales & Shipping/Return

The Mansfield Center for the Performing Arts invites events to sell merchandise. The facility collects a fee on the night of event of 20% of gross merchandise sales (note: there is no sales tax in Montana). The 20% is charged regardless if the venue sells or the show. A bonded seller may be provided, included in the fee, and additional sales people made be added for \$25/hour with a 2 hour minimum. Any requests for a merchandiser should be made 2 weeks prior to the event date, ticketing@greatfallsmt.net or 406-455-8514.

- Promoters/Permit Holders may work with Dave or Marcy at *Ship It*, 406-727-7157 (day) or 406-761-2585 (nights/weekends), see Shipping and Receiving of Materials below
- *Ship It* will accept and store merchandise prior to event and deliver it to our venue
- *Ship It* will pick up and return any unsold merchandise following an event

Outdoor Parks

The Mansfield Center for the Performing Arts is flanked by two beautiful parks. Whittier Park (on the south) and Margaret Park (on the north). These parks may be rented on their own and make excellent additions to events inside the facility or as stand-alone locations.

- For more information visit http://www.greatfallsmt.net/people_offices/park_rec/parks.htm
- For availability, pricing and services (electrical, garage, port-a-potties) on these (or any City park), please contact the Park and Recreation Department, 406-771-1265

Parking Lot Attendants

We ask that Use Permit holders distribute parking information to all participants involved with an event held at the Civic Center to insure that the private parking lots around the building are not used by events staff, delivery people or patrons attending an event. The Events Office is not responsible for the parking lots and patrons parking in unauthorized areas may have their vehicles towed. A parking map and alternate parking information is available upon request. The Events Office may occasionally require Use Permit holders to hire parking attendants/security for their events. Use Permit holders may contract this service may through *Elite Security Services, LLC*, 406-455-1399 or elitesecllc@bresnan.net or other vendor.

Pianos

The Mansfield Center for the Performing Arts has three pianos in our inventory.

- There are two pianos for use in Mansfield Theater:
 - 9' Steinway; modified D concert grand with tufted bench
 - 6' Kimball studio grand piano with hard bench
 - Use of the pianos is included in the theater rent
 - An additional charge will be incurred for tuning every time the piano is rented (average cost starts at \$100)
 - These pianos may *only* be moved into the Convention Center. We require a minimum of 2 weeks notice is for moving. Moves must be made during the business week (Monday-Friday between 8 a.m.-5 p.m.) and the fee is \$320 for the Kimball; \$1000 for the Steinway.
 - The moving charge for nights or weekends increases by 50%
 - Lay people or volunteers are not allowed to move the pianos, all moves will be made by a professional licensed and insured piano moving company
- There is one piano for use in the Missouri Room:
 - Piano: 6' Wurlitzer upright with hard bench
 - The rental fee is \$50 per day
 - An additional charge will be incurred for tuning every time the piano is rented (average cost starts at \$100)
 - This piano may *only* be moved into the Convention Center. We require a minimum of 2 weeks notice is for moving. Moves must be made during the business week (Monday-Friday between 8 a.m.-5 p.m.) and the fee is \$230 for the Wurlitzer.
 - The moving charge for nights or weekends increases by 50%
 - Lay people or volunteers are not allowed to move the pianos, all moves will be made by a professional licensed and insured piano moving company

Pipe & Drape

Need an easy way to section off a room? Use our pipe and black drape. There is no charge for using the pipe and drape that we have in our inventory (210 linear feet, available on a first-come, first-serve basis). Please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 know your needs a minimum of 10 working days prior to your event.

Poster Distribution Service

Service for poster distribution may be hired through *Quality Life Concepts*. They provide a standard distribution of posters to businesses in Great Falls that accept posters and charge a flat fee per poster. Please contact them to make the necessary arrangements and for a price quote.

- Brenda Sampson (brendas@qlc-gtf.org) or Jo-Vivine Jones (jo-vivinej@qlc-gtf.org), 406-452-9531

Production Services

Production services for special events needing lights, sound, loaders, backstage catering, etc may be hired through private vendors. Contact the Technical Director at gjohng050@bresnan.net or your Events Coordinator at ccevents@greatfallsmt.net or 406-455-8510 for a list of preferred vendors.

Risers

The Mansfield Center for the Performing Arts has 12 risers as part of our equipment inventory. Six risers are part of the standard inventory in the Missouri Room and six are included in the Mansfield Convention Center. Use of the 4'x8 risers in these rooms are included in the room rental.

- \$175 per riser for rental in another room (based on availability)

Security

Services may be hired through the *Great Falls Police Department* by contacting Caption Tim Shanks at 406-455-8413.

- Arrangements must be made a minimum of 2 weeks prior to the scheduled event date
- \$50/hour, four hour minimum/per person (with an annual cost of living increase)
- The number of officers will be determined by Police Department after event assessment
- The Mansfield Events Office will withhold the amount from the final settlement

Services may also be hired through a private vendor by contacting the Events Coordinator at ccevents@greatfallsmt.net or 406-455-8510.

- Arrangements must be made a minimum of 10 working days prior to the scheduled event date
- \$20/hour, four hour minimum/per person
- The number of officers will be determined after event assessment
- The Mansfield Events Office will withhold the amount from the final settlement

Shipping and Receiving of Event Materials

The Mansfield Center for the Performing Arts has no storage facilities and is unable to accept any material shipped. This service may be contracted through *Ship It*. *Ship It* is a full-service package shipping and receiving center.

- Arrangements must be made a minimum of 2 weeks prior to the scheduled event date
- *Ship It* handles receipt, storage, delivery and return
- Contact Dave or Marcy at *Ship It*, 406-727-7157 (day) or 406-761-2585 (nights/weekends)
- Permit Holder is responsible for making the arrangements for return of material as well (including merchandise) immediately following an event

Sign Code

The use of signs on the exterior of the Civic Center is regulated by the City of Great Falls Sign Code.

- The code on the City of Great Falls' website: <http://www.greatfallsmt.net/records/ordinances/ord2957.pdf>
- The part of the code that pertains to the Civic Center is found on Page 4, Section 17.60.2.020 Signs Exempt from Permit, Letter I. Essentially, the code states renters may put up temporary signs no more than 10 days prior to an event and must be removed within 72 hours after an event. There is no charge or permit required.
- Renters are responsible for making arrangements to hang signs. For the *exterior* of the *Convention Center*, please work with the *Mansfield Events Office*. For the *exterior* of the *main building* (facing Central Avenue) we recommend you stop by to measure the spaces available and work with the *Community Development*

Department, contact Mike at 455-8457, regarding hanging the sign (or obtaining permission and insurance to hang yourself).

Support Staff (for the Mansfield Convention Center)

The Mansfield Events Office may provide people to help work your event. Our staff is professional, reliable and has had training working with the public.

- Ushers/Ticket Takers: \$12.50/hour 2 hour minimum/per person
- House Manager: \$25/hour 2 hour minimum/per person

Stage (in the Mansfield Convention Center)

The Mansfield Convention Center offers a Wenger portable stage, included in the rental of the room. The stage is located along the east wall. Permit Holders may have the stage moved or reset in different configurations for \$300. Please let our Events Coordinator, ccevents@greatfallsmt.net or 406-455-8510 know your needs a minimum of 10 working days prior to your event. The stage specifications:

- Default height (no charge) 3'; may be adjusted to 4'
- Default size is 16' deep x 40' wide; may be adjusted to different sizes
- The stage is made up of twenty 4'x8' pieces and offers two staircases

Steps of the Civic Center

The front steps of the Great Falls Civic Center face Central Avenue. This magnificent entry has been used in the past for events such as press conferences, ceremonies and protests. There is no charge to rent the steps for an event, but please check with the City Manager's Office for the City's policies regarding use.

- To inquire about having an event on the steps of the Civic Center, please coordinate with the City Manager's office, 406-455-8450
- The City Manager's Office will check with our office for information on other events that might be going on in the facility on the same day/time as an event you're trying to schedule on the front steps – to assure there are no fire code or other easement issues
- Please also contact the Great Falls Police Department, 771-1180 for any public safety issues regarding events held on the steps of the Civic Center

“Tentative” Hold Services (Venue Reservations)

To assist with event planning, we offer potential renters a “tentative” hold service to hold a specific room(s) and date(s) without having to sign a Use Permit or provide a confirmation deposit. This “tentative” hold service lasts for seven days giving potential renters time to finalize event details. After seven days the hold expires and the rooms/dates become available for other renters.

- At any time during the “tentative” hold period plans are confirmed, a Use Permit will be issued along with a request for the deposit, effectively converting the hold to “confirmed”
- At any time during the hold period the hold is challenged by another renter, the hold must immediately be released or converted to “confirmed” by signing a Use Permit and remitting the deposit
- Confirmation deposits are non-refundable/non transferrable
- A signed Use Permit and deposit is required to secure every challenged hold (regardless of a promoter's “regular” status). No Use Permits or fees may be waived for holds that are challenged

Ticketing System Reports

The Mansfield Box Office provides an integrated ticketing solution for both promoter and patron. When using our services the following reports are provided at no charge, additional reports may be requested for \$150 per report (to be withheld from event revenue or facility deposit). Custom reports may also be available through the ticketing system, call 406-455-8514 for a quote. Please request quotes for custom reports a minimum of 2 months prior to show date.

- Performance Report
- Credit Card Report
- Ticket Buyer Report
- Seat Manifest

Towel Service

Renting towels for back stage is easy and inexpensive. Please let the Events Coordinator know your needs 2 weeks prior to your event date, ccevents@greatfallsmt.net or 406-455-8510.

- White hand towels -\$1 each
- White bath towels - \$1 each
- Replacement cost - \$20 each

Venue Exclusivity

The Events staff understands that sometimes events wish they could have “exclusive” use of our facility. We can accommodate, call the Events Coordinator 406-455-8510 for an explanation of this service and a price quote!

- A signed Use Permit and deposit is required to secure venue exclusivity (regardless of a promoter’s “regular” status). No Use Permits or fees may be waived for this service.

Please note our services, fees and policies are subject to change without notice. Please check with your Events Coordinator to ensure you are using our most current information when planning an event.