

RALEIGH CONVENTION & PERFORMING ARTS COMPLEX

Re-Opening Protocols & Procedures Guide

TABLE OF CONTENTS

Complex Initiatives	4
Communications	6
Staff Health Expectations and Guidelines	7
Catering/Food Service	8
Events	9
Security	13
Box Office & Ticketing	15

Appendix

A: RCC Social Distancing Room Sets

B: DECPA Social Distancing Theatre Seating

C: Social Distancing Room Capacity Charts and Diagrams



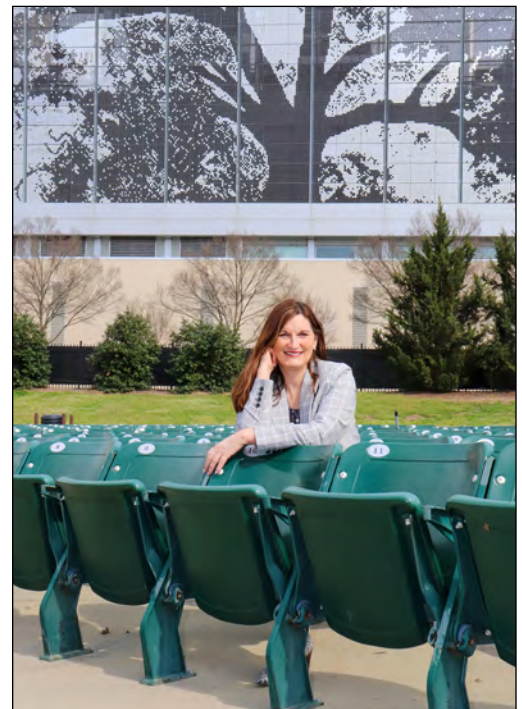


WELCOME BACK!

At the Raleigh Convention & Performing Arts Complex, the health and safety of our guests has always been of paramount importance. As we continue to welcome you back, we have implemented new procedures and processes to protect our staff, event organizers, guests, performers, and exhibitors. Throughout our planning, we have consulted experts in our industry, actively sought out best practices, and continue to adhere to local, State, and Federal guidelines, as well as the guidance of the CDC.

The Raleigh Convention Center, Duke Energy Center for the Performing Arts, and Red Hat Amphitheater now hold the Global Biorisk Advisory Council's GBAC STAR™ accreditation, the cleaning industry's only outbreak prevention, response, and recovery accreditation. We are proud to be the first multi-venue GBAC STAR™ accreditation in North Carolina.

Here, you'll find the ways our team is working to ensure the health and safety of all who enter our venues. We continue to monitor local, State, Federal, and CDC guidelines and, when necessary, may make adjustments to our outlined procedures and processes to protect our community. We appreciate your assistance in observing these and any other posted guidelines in our venues.



Thank you for being here with us,

Kerry Painter

Kerry Painter, CFP/CEM/CVP
General Manager/Director
Raleigh Convention & Performing Arts Complex

COMPLEX INITIATIVES

The Complex has developed new protocols and implemented multi-venue initiatives to further protect staff, Event Organizers, guests, performers, and exhibitors.

Working with Health Agencies & Partners

We adhere to guidelines outlined by the CDC and are in compliance with Federal, state, and local government recommendations. We regularly review and update our policies and procedures to ensure compliance with these guidelines.

Internally, The Complex coordinates with health agencies and local partners to amend and adapt procedures and policies in accordance with Federal, state, local regulations and CDC guidelines. We are currently engaged with our peers through the International Association of Venue Managers, IAEE, and the Event Services Professionals Association to discuss best practices and procedures as we progress through these uncharted times. We participate regularly in town halls, conference calls, committees, and work groups to share our resources and experiences.

Accreditations & Certifications

The Raleigh Convention Center (RCC), Duke Energy Center for the Performing Arts (DECPA), and Red Hat Amphitheater (RHA) hold the first and only multi-venue GBAC STAR™ accreditation in North Carolina. The GBAC STAR™ is the cleaning industry's only outbreak prevention, response, and recovery accreditation program for public and commercial facilities. Its 20 elements establish requirements for facilities to implement the highest standards of work practices, protocols, procedures, and systems to control risks associated with infectious agents, such as SARS-CoV-2, the virus responsible for COVID-19. GBAC STAR™ is administered by GBAC, a division of ISSA, the worldwide cleaning industry association.



Additionally, the RCC has completed the Count on Me NC pledge and training courses in support of the public health initiative to keep guests and staff safe and protected from COVID-19.

Expanded Cleaning Program

Staff participate in ongoing training for the rigorous and continual cleaning and

disinfection of frequently touched surfaces, such as door handles, handrails, push plates, interior and exterior elevator buttons, desks, countertops, point-of-sale terminals, keypads, tables, chairs, seats, beverage stations, water fountains and dispensers, vending and ice machines, and trash receptacles, as well as back-of-house locations including staff refrigerators, clock-in/clock-out devices, breakrooms, restrooms, and work stations. In restrooms, these areas include toilet seats, flush valves, women's sanitary product containers, soap and towel dispensers and baby changing stations.

The Complex now offers additional hand sanitizer stations, disinfectants, electrostatic sprayers, cleaning cloths, and other products to aid us in providing a safe environment. Foot pulls have been installed to decrease touchpoints on door handles.

Staff using any cleaning or disinfecting product are instructed to use the proper PPE recommended for that product. This may include gloves, masks, or eye protection. Disinfectants have a specified contact time that varies between each product. After the specified time has passed, the disinfectant is wiped up using the proper cleaning cloth. All disinfecting products used appear on the EPA's List N: Disinfectants for Use Against SARS-CoV-2.



Housekeeping staff have increased the frequency of cleanings throughout the day in common spaces and high-touch areas, as well as overnight cleaning of leased spaces. Additional cleanings may be arranged based upon event needs.

Additional cleaning protocols have been developed to avoid the cross-contamination of surfaces, including the creation of a color-coded cleaning cloth system which extends into the cloth sanitization process. Cleaning staff are also issued fresh gloves to avoid cross-contamination. Staff replace gloves based on recommendations by the CDC.

When possible, the Raleigh Convention Center and the Duke Energy Center for the Performing Arts increases the use of outdoor air in its HVAC system. HVAC equipment is maintained per manufacturer and industry best practices to ensure optimal performance, which is critical in preventing the spread of COVID-19. Staff actively monitor recommendations from the American Society of Heating,

Refrigeration and Air-Conditioning Engineers. The HVAC system in the Duke Energy Center for the Performing Arts meets the CDC recommended guidelines for filtration of the COVID virus. In addition, fresh air from outside is constantly being introduced into the system and all of the air in the room is continually filtered.

All air filters have also been updated to MERV 13 or higher. Filters with a MERV rating of 13 or higher are frequently used in a variety of medical facilities and will filter down to at least 0.3-1.0 micron particle size.

For facility staff, Event Organizers, and event staff in our Loading Dock, hand sanitizer stations are available. Staff disinfect frequently touched areas.

Guests with immediate health or cleanliness related concerns should contact their Event Manager/Coordinator for all event-related safety efforts.

Clients may contact Centerplate Head Chef, Phillip Evans at phillip.evans@centerplate.com or 919-830-5689 for food safety concerns.



COMMUNICATIONS

All Complex venues use physical and digital signage to encourage staff, visitors, and event organizers to practice wear masks and wash their hands often.

Descriptions of our venues' updated and expanded cleaning protocols can be found on the "Our Cleaning Protocols" page of each venue's website:

Raleigh Convention Center: raleighconvention.com/clean

Duke Energy Center for the Performing Arts: dukeenergycenterraleigh.com/clean

Red Hat Amphitheater: redhatamphitheater.com/clean

Each venue works with its production partners, Event Organizers, and event staff to communicate pertinent cleaning, health, and safety information to staff and attendees. Changes to event schedules are communicated based on the venue and event type.

Raleigh Convention Center: Event Organizers communicate event postponement or cancelation information directly to their attendees.

Duke Energy Center for the Performing Arts: DECPA shares event information to its website [calendar](#) and will notify patrons of updated show information in conjunction with ticketing partners/Ticketmaster.

Patrons receive a “Know Before You Go” email prior to their event. This message includes information relevant to their show experience, including security and health measures. At events, DECPA will have additional staff available to direct patrons, answer questions, and assist with any concerns.

Red Hat Amphitheater: RHA shares event information to its website [calendar](#). Event Organizers communicate directly with ticketholders.

For citywide information relating to COVID-19, please visit the City of Raleigh’s [dedicated COVID-19 page](#). For statewide information, please visit the [North Carolina COVID-19 Information Hub](#).

STAFF HEALTH EXPECTATIONS & GUIDELINES

If a staff member becomes ill on site they are asked to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee’s recovery. Employees are required to consult with the Employee Health Center before returning to work.

Should an employee test positive for the COVID-19 virus, those who may be immediately at risk will be notified. If a staff member becomes ill on-site, they are required to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee’s recovery. Employees are required to consult with the Employee Health Center before returning to work.

The Complex complies with all local, state, and Federal mandates regarding mask-wearing.

CATERING/FOOD SERVICE

Centerplate, our in-house caterer, leads the way in food safety and cautious food preparation.

Centerplate's Head Chef Phil Evans has been trained by Johns Hopkins University in food and beverage safety. As the Centerplate Health Ambassador, he is available to address concerns throughout the planning process at 919-830-5689 or e-mail phillip.evans@centerplate.com.

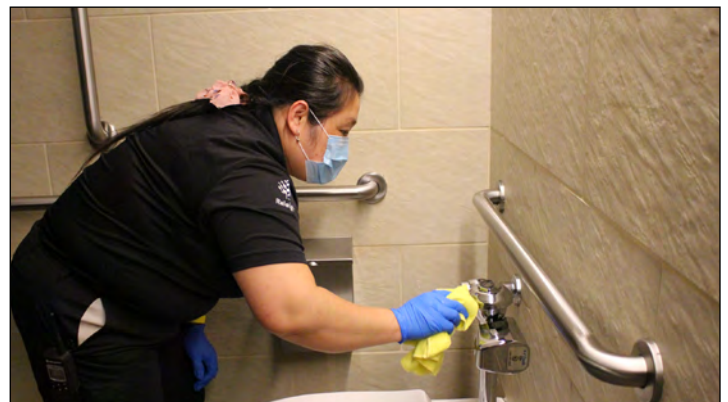
While there is no evidence that COVID-19 or other respiratory viruses can spread through food, Centerplate has taken the following steps regarding the cleaning and safety of their food preparation and service.

Staff Expectations and PPE Usage

- Increased food safety training for all team members
- Completion of the Count on Me NC COVID-19 statewide business pledge and training courses
- Daily employee wellness screening upon arrival
- Three-ply surgical masks and gloves for all staff on a rigorous replacement schedule
- Hand washing and PPE replacement logs that are filled out throughout the day

Cleaning Procedures

- Increased cleaning and sanitization schedule
- Additional time allotted for the cleaning and sanitization of front and back of house areas, kitchen, and service items between meals/breaks



Food Preparation

- Customized and individually packaged meals
- Modified buffet services to allow for social distancing and touch free service
- Specialized packaging to decrease the amount of contact and touchpoints between Centerplate staff, food/service items, and the guest
- Greater menu customization options to fit group needs while allowing for safe food and beverage service

Minimizing Contact/Cross-Contamination Prevention

- Plexiglass point-of-sale barriers at all retail outlets
- Touchless payment options including cashless retail outlets with enhanced ability to accept tap and smart phone wallet payments such as Google, Apple, and Android Pay
- Individually wrapped silverware
- Single-use condiments provided at time of purchase

Social Distancing

- At concession lines, signage may communicate that social distancing is recommended during queuing
- In self-service or ordering settings where guests must select food items or place orders, signage will recommend that groups designate one person to order or collect items for the group to decrease the total number of people in line



EVENTS

Should You Encounter an Unwell Guest

The Event Organizer should contact their Event Manager/Coordinator immediately so that we may assist in accommodating the guest's needs, which may include the use of a private, designated room for privacy and rest. The Event Organizer may direct the attendee to seek the care of their primary care doctor, ER, or urgent care clinic and should immediately inform the Event Manager/Coordinator of a positive COVID-19 test.

Raleigh Convention Center

RCC Events staff will work with Event Organizers to ensure that event plans and scheduling meet expectations in providing a safe and healthy environment for patrons."

Additional Contract Provisions

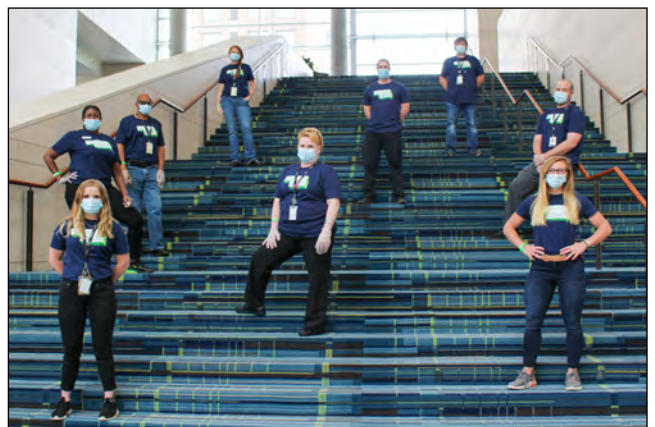
All clients sign a contract with the RCC that states the following:

No Use in Conflict with Law. The City may terminate any or all of this Agreement, without penalty, if the use of the Facilities shall in any way conflict with or cause the City to be in violation of any federal, state or local laws, or any rules or regulations of the RCC.

Governing Law and Venue. All matters relating to this Agreement shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and venue for any action relating to this agreement shall be Wake County Civil Superior Court or the United States District Court for the Eastern District of North Carolina, Western Division.

All contracts now include a Coronavirus Addendum and require the client's signature to execute the contract. The addendum reads as follows:

1. During the Customer's event, the Customer agrees to strictly, and without exception, follow all local, state, and federal laws, rules, regulations, and guidelines applicable to the Customer's event (collectively, the "Guidelines") regarding human protection from illness related to the SARS-CoV-2 virus (the "Coronavirus"). Furthermore, the Customer agrees to ensure that the Guidelines are followed by all persons admitted to the Facilities by Customer. Should Customer fail to follow and enforce the Guidelines as provided herein, the City reserves the right, without penalty, to bar or remove the non-compliant person from the Facilities, terminate the Customer's event immediately, and/or remove and prohibit the reentry of all the persons



admitted to the Facilities by Customer. Should the City terminate the Customer's event pursuant to this Section, the City may retain any deposits and fees received from Customer for the event and the City shall not be responsible for any damages, including special, incidental, or consequential damages. The Guidelines are located at various sites, including, but not limited to:

- a. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- b. <https://www.nc.gov/covid-19>
- c. <https://covid19.wakegov.com/>
- d. <https://raleighnc.gov/COVID-19>

2. Fourteen (14) days prior to Customer's event City shall provide the maximum capacity limitations for the Facilities based on the then-current Guidelines, together with a list of any precautions required by the City in addition to those set forth in the Guidelines, including but not limited to additional facemask requirements and capacity restrictions in addition to those set forth in the Guidelines ("RCC Guidelines"). Any reference to Guidelines in this Coronavirus Addendum shall also be deemed to include the maximum capacity limitations and RCC Guidelines provided by the City.

3. Customer agrees that the City reserves the right to conduct daily health screenings of persons admitted to the Facilities by Customer. Should any person fail or refuse the health screening, such person will not be permitted to enter the Facilities. The Customer agrees to defend, indemnify, and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from the City or Customer's removal of any person pursuant to this Section.

4. If Customer becomes aware that a person admitted to the Facilities by Customer tests positive for the Coronavirus during Customer's event or within fourteen (14) days following Customer's event, Customer agrees to notify the City of such positive test and any other information that it is lawful for Customer to release that relates to possible Coronavirus exposure related to Customer's event as soon as possible following Customer's receipt of notice of the same.

5. Should the City determine, in its sole discretion, at any time before or

during Customer's event that either (i) Customer's event is in violation of the then-current Guidelines or (ii) Customer's proposed use of the Facilities for the event poses an unacceptable risk for the transmission of the Coronavirus, the City reserves the right to terminate the Agreement in accordance with the terms of Article IV, Section 1 of the Agreement, and such a determination shall be deemed a force majeure event.

6. Customer agrees to defend, indemnify and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from any Coronavirus related injury, illness or death of persons admitted to the Facilities by Customer.

Event Organizers sign a license agreement in which they agree to the rules and regulations in the Event Planner Handbook, which notes the following:

Through execution of this Agreement, Customer represents and acknowledges that they have been provided, have reviewed, and have accepted the terms and conditions of the [Raleigh Convention Center Event Planners Handbook](#) which includes the Rate Schedule (as either may be amended, updated, or revised). All charges incurred as described therein in association with Customer's use of the Facilities shall be the responsibility of Customer.

Additional Planning Considerations

Throughout the planning process, RCC Event Staff will partner with Event Organizers to address the following:

- To manage traffic flow in high volume areas, an Event Manager/Coordinator will discuss all flows of attendee foot traffic to coordinate paths of travel on an event-by-event basis.
- It is incumbent upon Event Organizers to secure additional signage in contracted spaces and personnel responsible for regulating crowd control and enforcing social distancing practices.
- Elevator capacities are posted. Event Organizers hosting events at the RCC are responsible for hiring personnel to regulate elevator capacities and social distancing practices.
- RCC Event Staff will work with Event Organizers to formulate an event schedule with staggered, longer breaks to accommodate any additional cleanings as requested.

For touchless programs and event collateral, RCC Event Staff may refer Event Organizers to the CVB's website for recommended digital platforms [here](#).

Duke Energy Center for the Performing Arts

To encourage social distancing, all theatre lobbies will be available to patrons before, during, and after a performance.

Theatre traffic flow patterns have been reworked to reduce congestion and lobby furniture has been removed to prevent congregation and the spread of germs through contact surfaces. Playbills may be issued for one-time use only.

In the theatres, some events may require social distancing and be configured in "pods."

Seating will be available for patrons who cannot remain in their assigned seat due to health concerns.

Intermissions will be eliminated or an appropriate alternative will be implemented.

To keep our performers and producers safe, performers will not share microphones and props will be specially disinfected by Event Organizers.

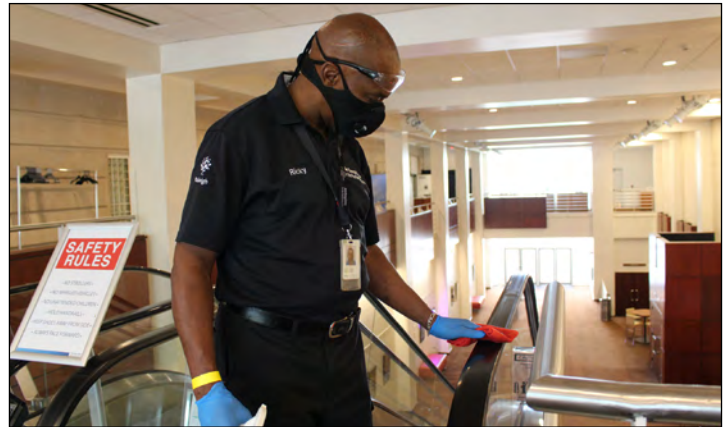
All performers and show staff will undergo the same wellness checks as Complex employees, as detailed in "General Staff Expectations & Health Guidelines."

Signage will also be used to indicate whether dressing rooms have been cleaned.

SECURITY

The Raleigh Convention & Performing Arts Complex has revised its existing Security procedures to account for social distancing and reducing touchpoints without compromising the safety and security of our guests, clients, staff, performers, and exhibitors.

Complex-wide Procedures



In-house and third-party Security staff are subject to the same stringent PPE expectations as Complex staff and third-party contractors.

Security staff are required to complete a daily health questionnaire to monitor the occurrence of any symptoms.

Deployment of security or guest services staff throughout the ADA-compliant security lanes to ensure social distancing, share information, and manage guest expectations related to entry procedures and security screening.

RCC Command Post/Loading Dock

Command Post staff are responsible for passing a wellness screening on a daily basis and performing screening for anyone entering the facility via the Loading Dock.

Duke Energy Center for the Performing Arts

Secondary hand-scanning has been eliminated. To minimize face-to-face contact, guests will be required to empty pockets and walk through metal detectors in case of an unsatisfactory or incomplete scan. If a secondary bag screening is required, guests will be provided with a clean ADA-compliant surface to empty the bag's contents. This practice ensures no direct contact with Security staff and the guest or bag.

Disinfecting stations will be available for guests to immediately clean their bags and/or belongings impacted by the Security screening.

Equipment will be disinfected daily, as well as before and after each performance and shift.

BOX OFFICES & TICKETING

We have implemented a number of new policies and expanded existing protocols to ensure the health and safety of our guests and staff at the Duke Energy Center for the Performing Arts.

Ticket Assurance Policy

We understand that during these uncertain times there are many "what ifs" and we want patrons to feel confident when purchasing tickets for a future performance in our venues.

If ticket(s) are purchased for an upcoming Duke Energy Center performance*, but a patron feels uncomfortable attending due to COVID-19 conditions, we will offer a refund in full. The following guidelines must be met when requesting a refund.

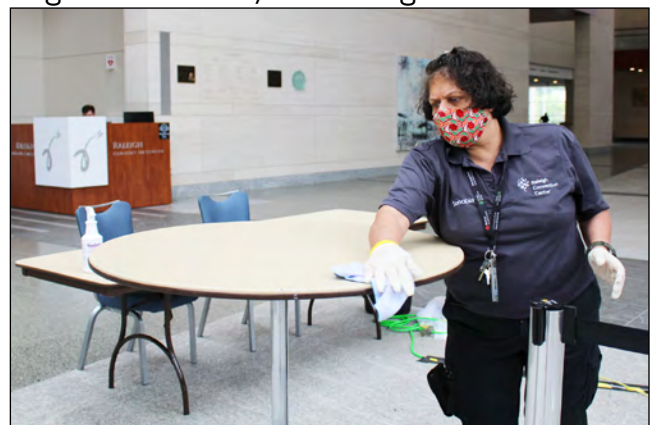
1. Email PACBoxOffice@RaleighNC.gov two weeks prior to the ticketed performance.
2. Include name, phone number, performance date and time.
3. A full refund (including service fees) will be processed within 30 days.

*This specific policy does not apply to performances and productions presented by our Resident Companies (North Carolina Theatre, Carolina Ballet, North Carolina Symphony, North Carolina Opera or PineCone) If tickets are purchased for one of these performances, the respective company will need to be contacted for further information on their refund policy and other reseating or exchange options.

The Ticket Assurance policy is only available for original ticket buyers through Duke Energy Center for the Performing Arts and [ticketmaster.com](https://www.ticketmaster.com). Tickets purchased via third-party resellers are not covered by this policy.

Purchasing/Accessing Tickets

To protect customers and staff, the DECPA Box Office is outfitted with the appropriate PPE and plexiglass barriers.



When possible, ticket purchasers will use a microphone to communicate with Box Office staff.

If a signature is required during a payment transaction, guests are welcome to use and keep the pen used to sign the receipt. All returned pens will be sanitized.

Touchless and cashless payment options are available. PIN pad systems will be cleaned between guests if they are guest-facing.



When possible tickets will be contact-free and patrons will receive digital tickets via their devices. Guests unable to receive digital tickets should contact the Box Office to find an alternative method of ticketing.

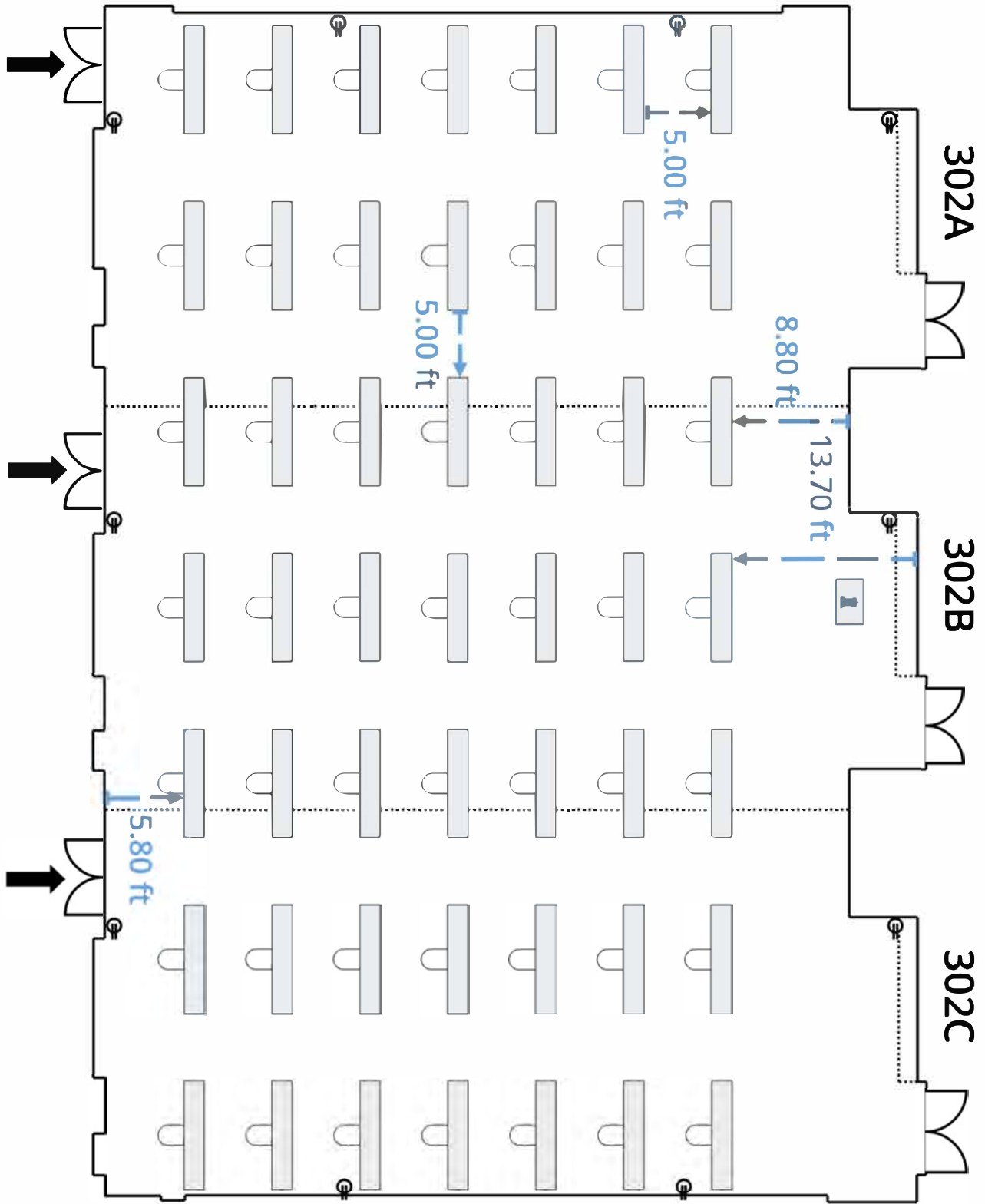
Entry to the Theatres

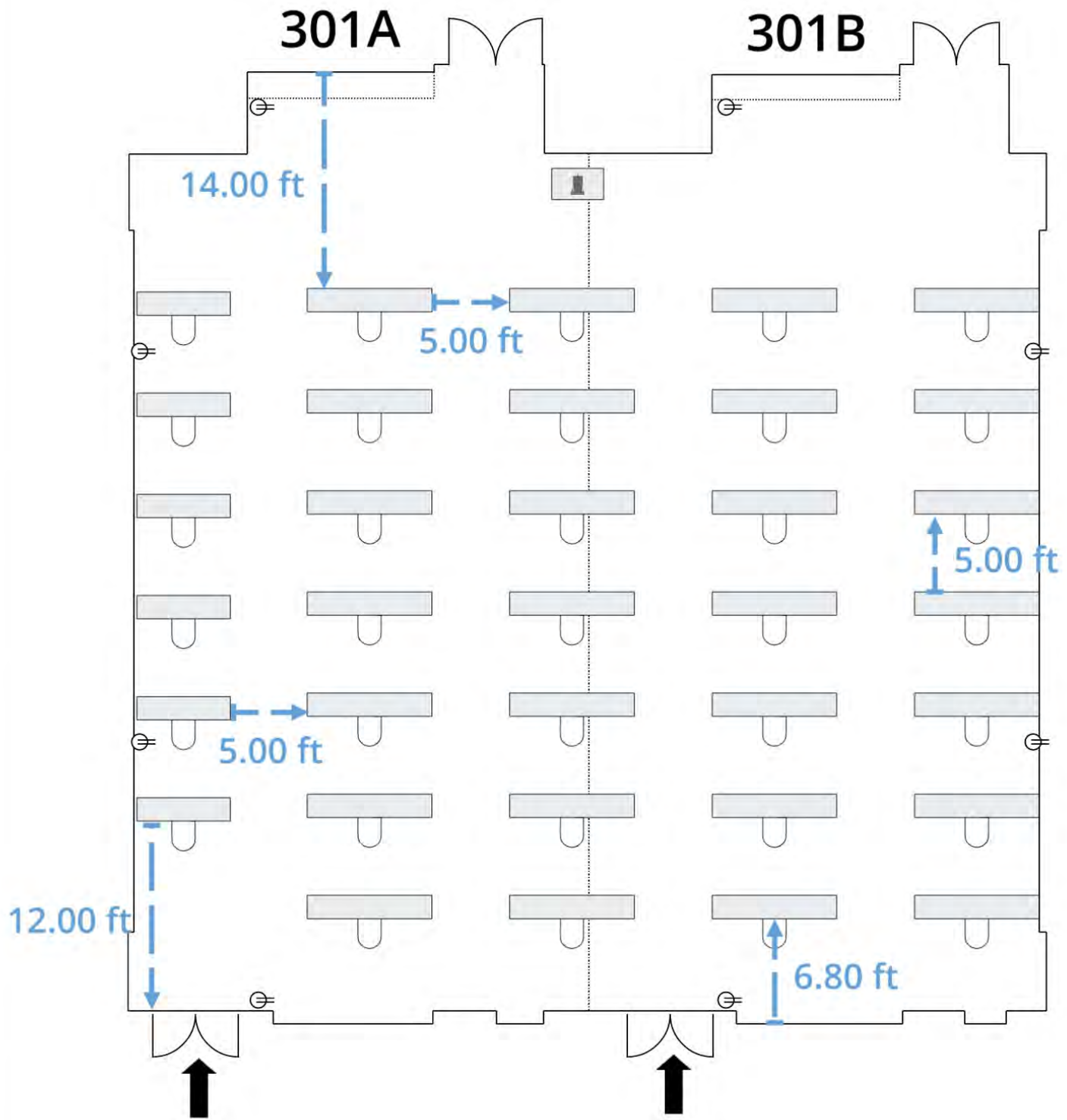
Social distancing is encouraged in Will Call and ticket purchase lines. To reduce lines, DECPA staff will contact Will Call ticket holders well in advance of the show to transmit Will Call tickets digitally.

DECPA patrons will enter the venue as follows:

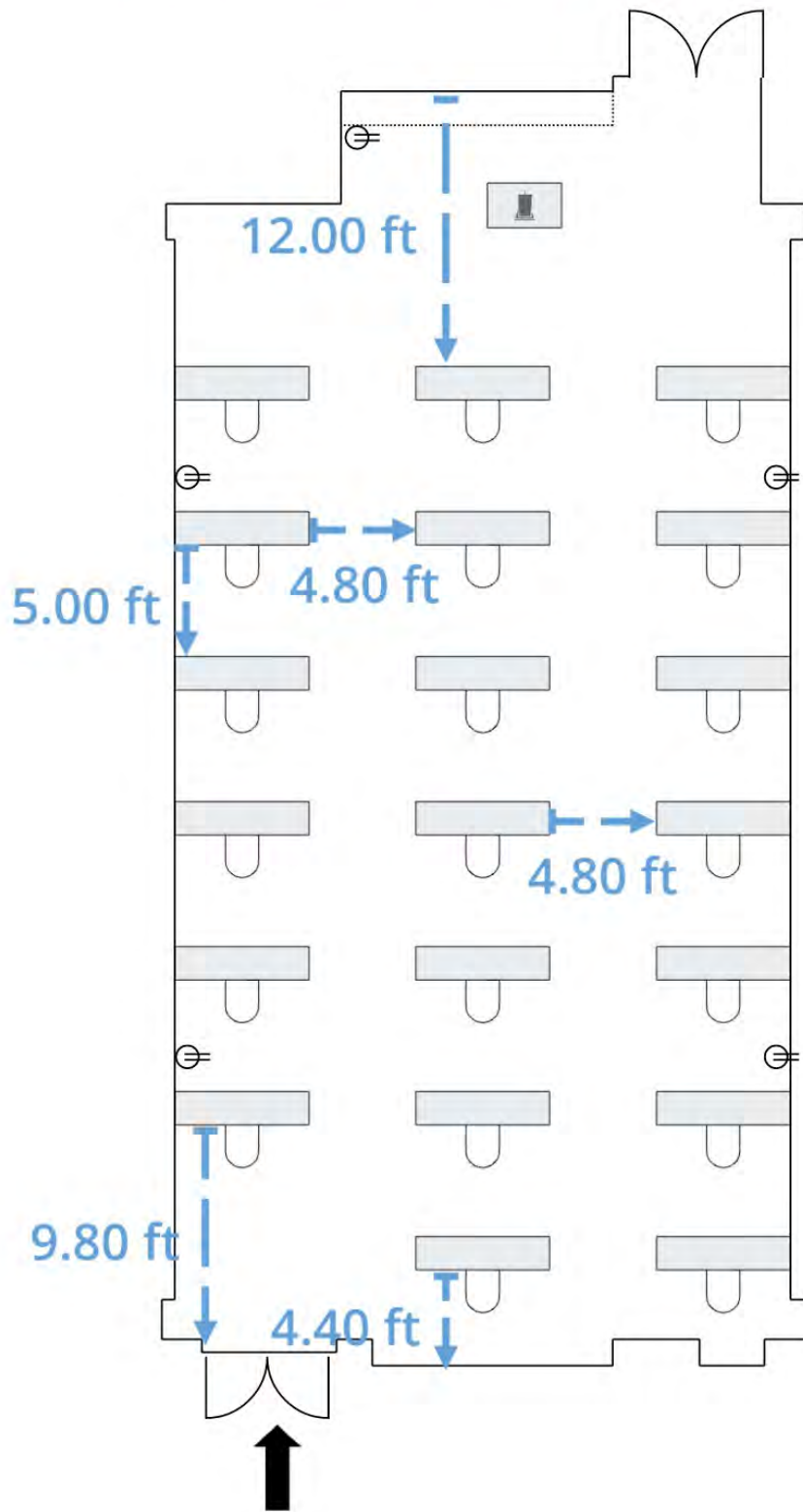
- If masks are required by the Event Organizer, Ushers will verify that the patron is wearing a mask. Those without masks will be provided one.
- If required by the Event Organizer, patrons will be instructed to use a hand sanitizer station.
- If required by the Event Organizer, Ushers will perform a temperature reading through the use of an wrist thermometer.
- Patrons will then be guided through a security screening, which includes new bag size restrictions.
- Ushers will verify tickets with a touchless scanner.
- Patrons will once again be able to access hand sanitizer stations before entering the theatre lobbies.

Appendix A: RCC Social Distancing Room Sets

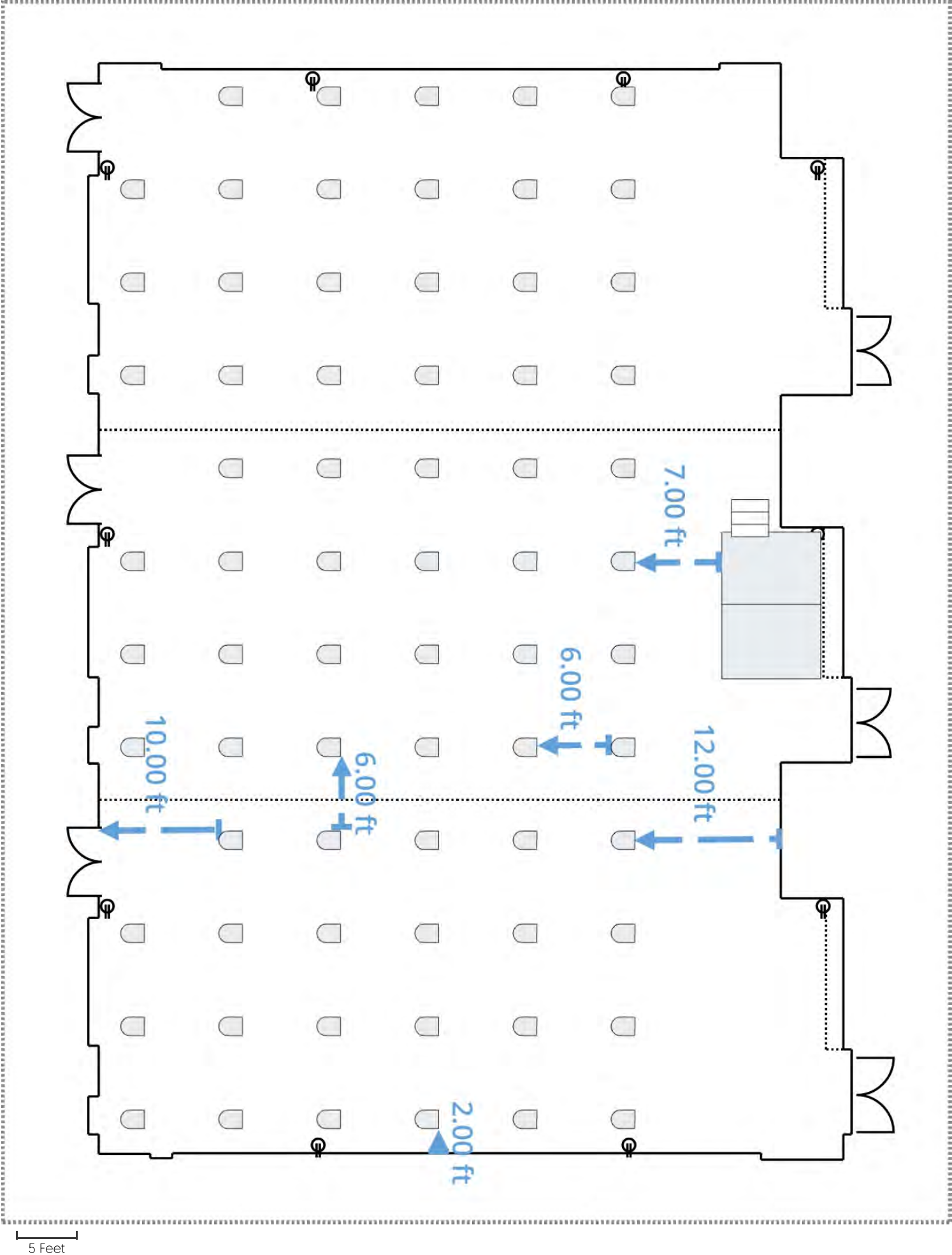




**6'x 18" Table Inventory is Limited



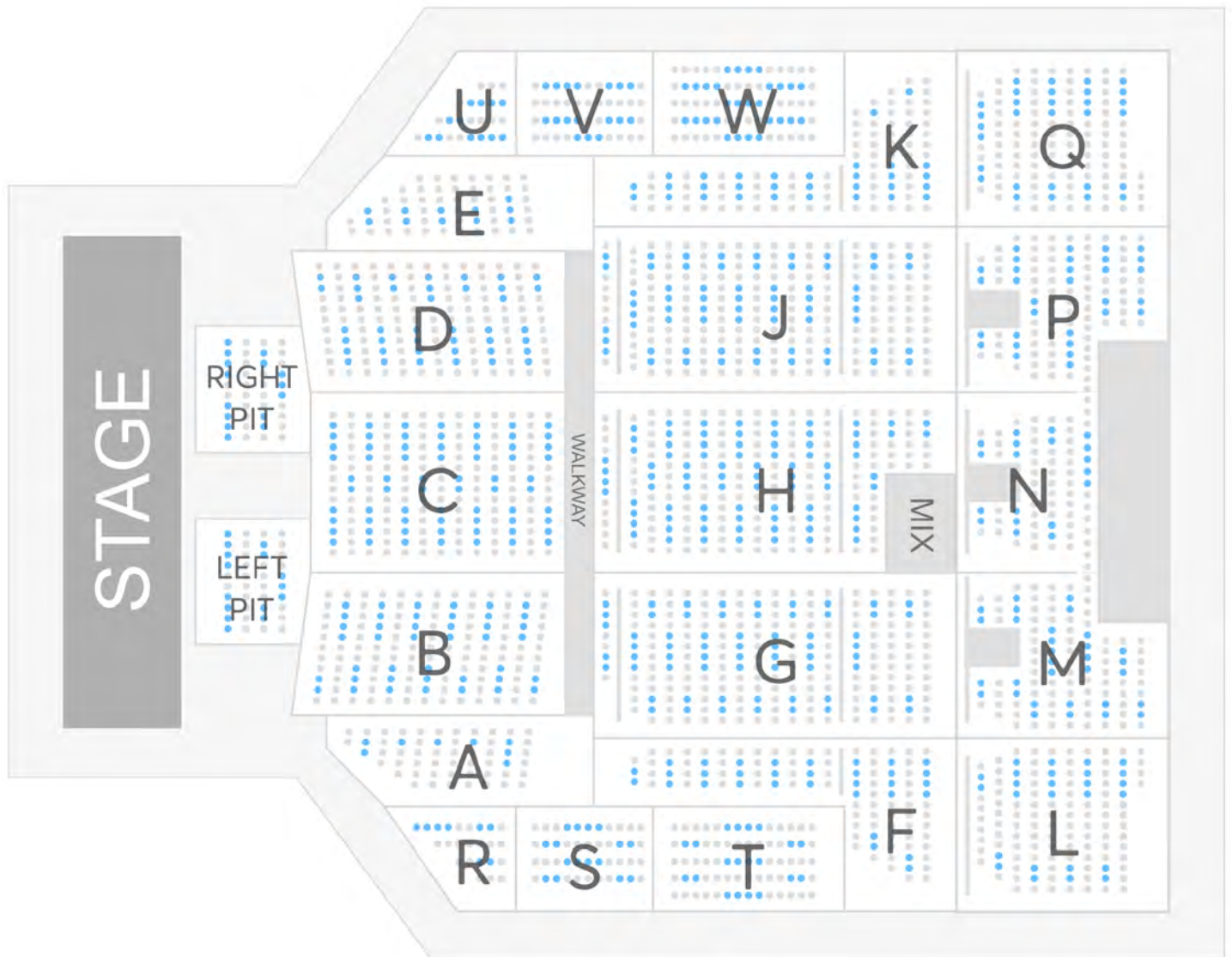
5 Feet



Appendix B: DECPA Social Distancing Theatre Seating

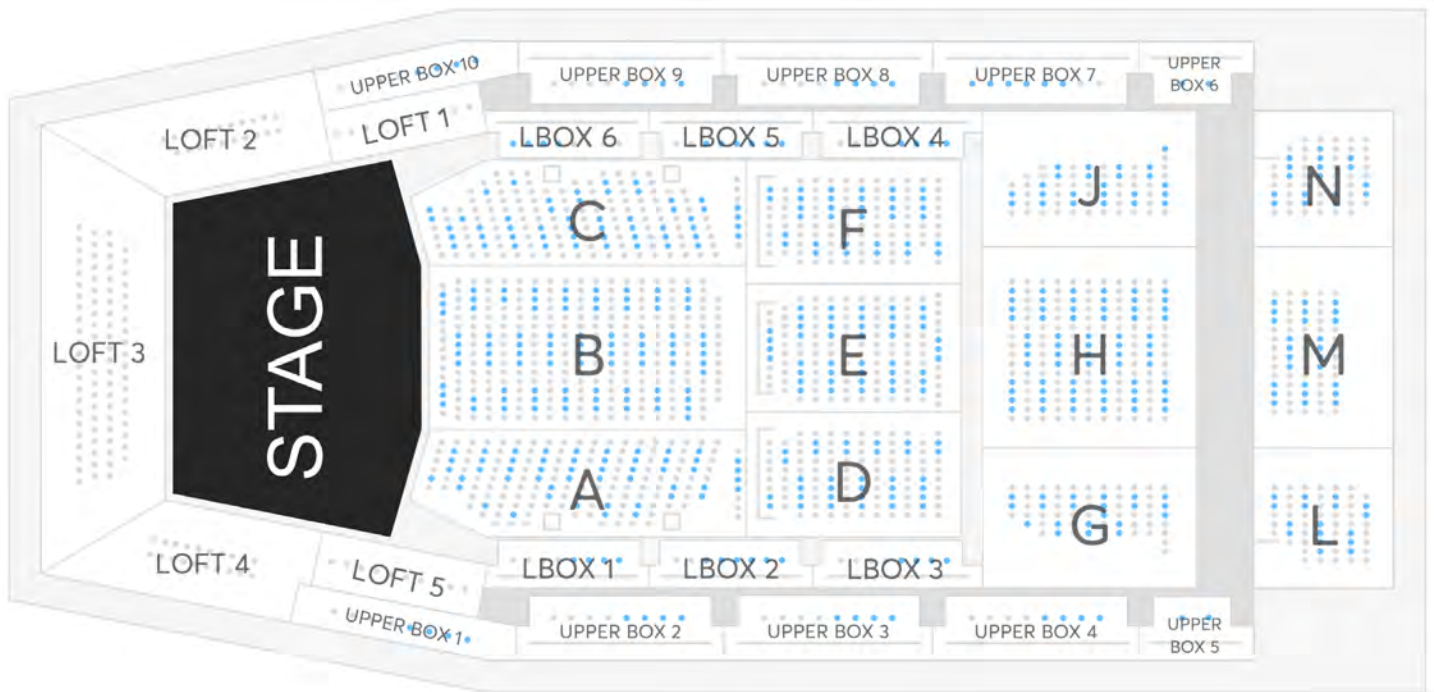
Raleigh Memorial Auditorium

Social Distancing Pods



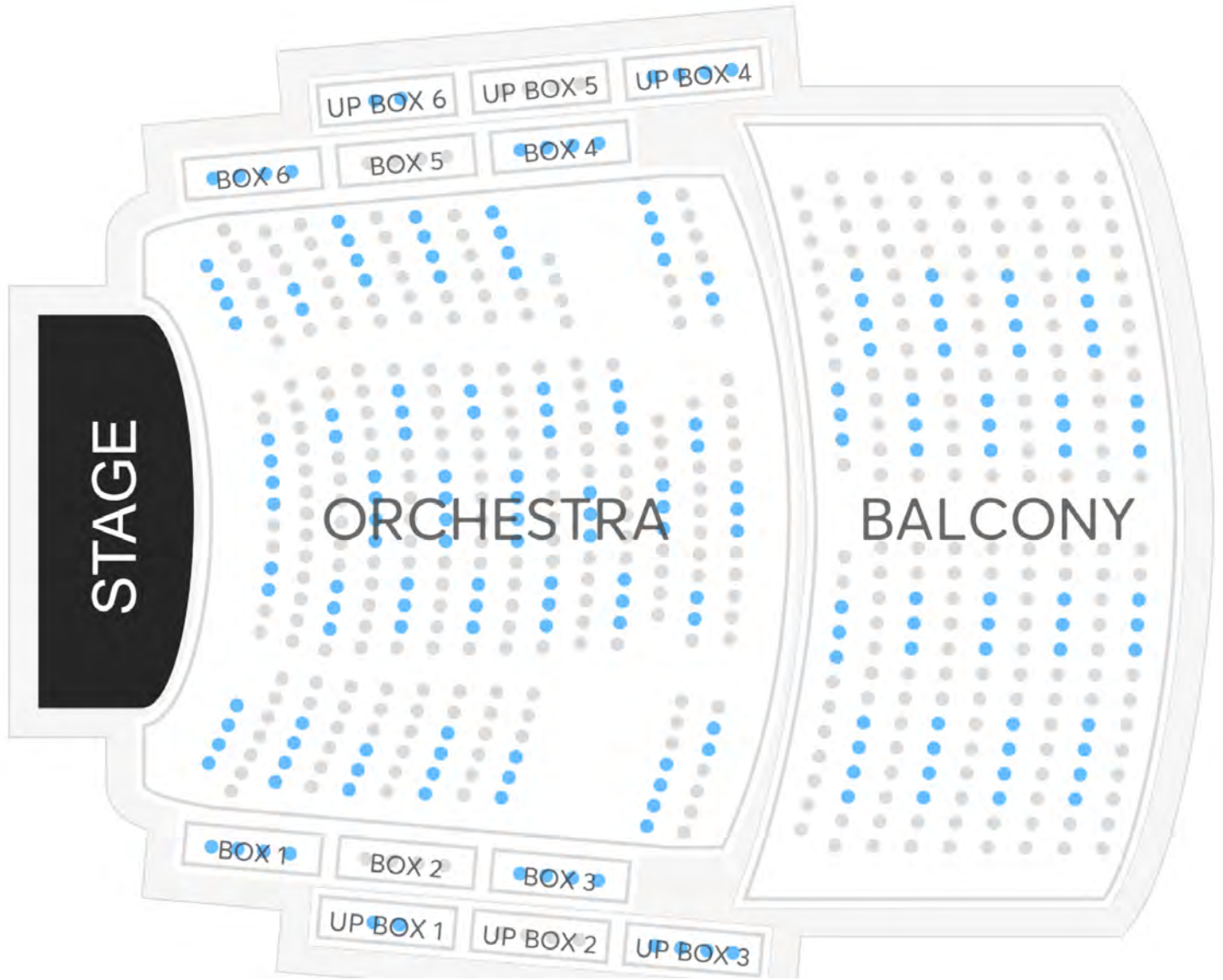
Meymandi Concert Hall

Social Distancing Pods



A.J. Fletcher Opera Theater

Social Distancing Pods



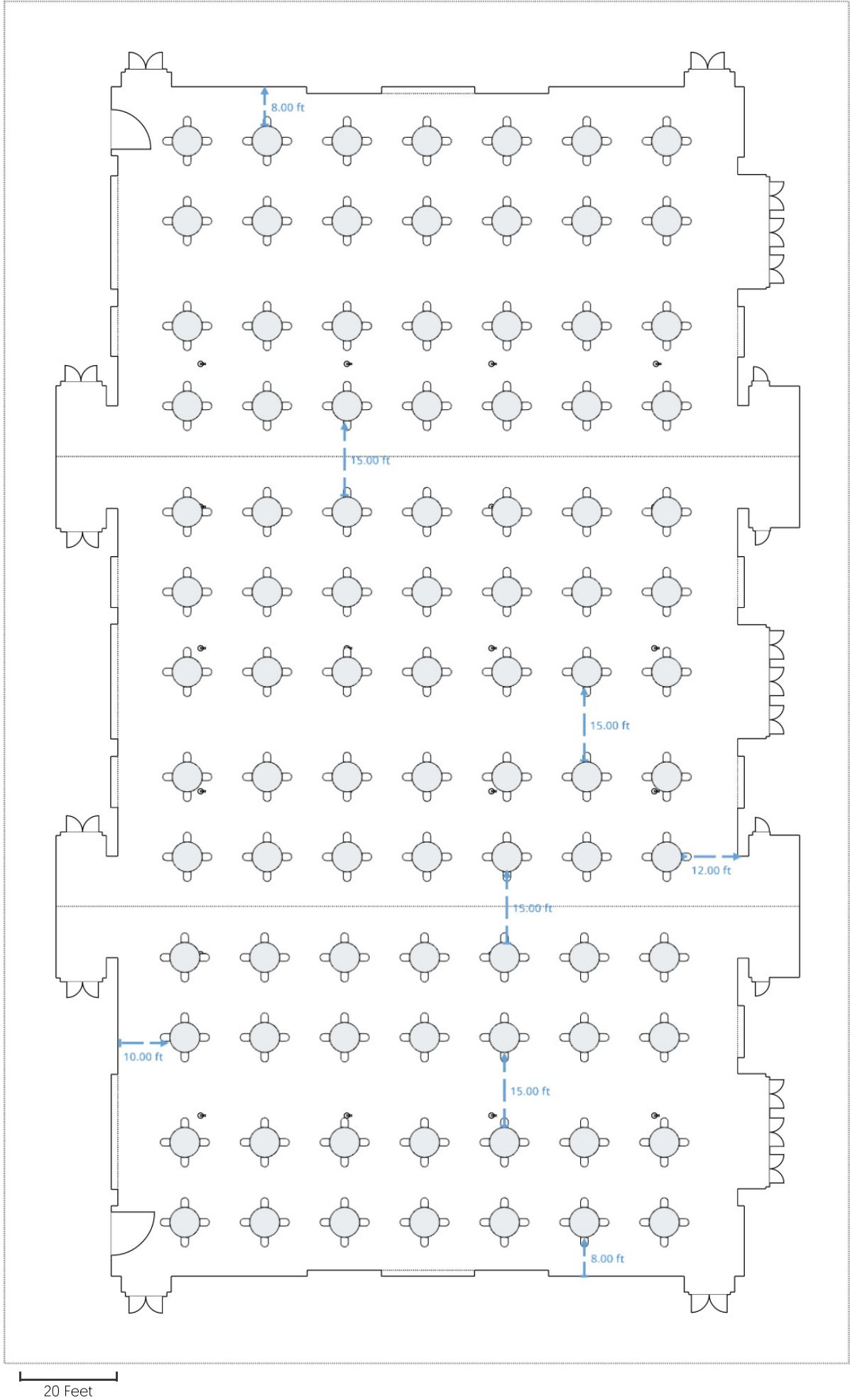
Appendix C: Social Distancing Room Capacity Charts + Diagrams

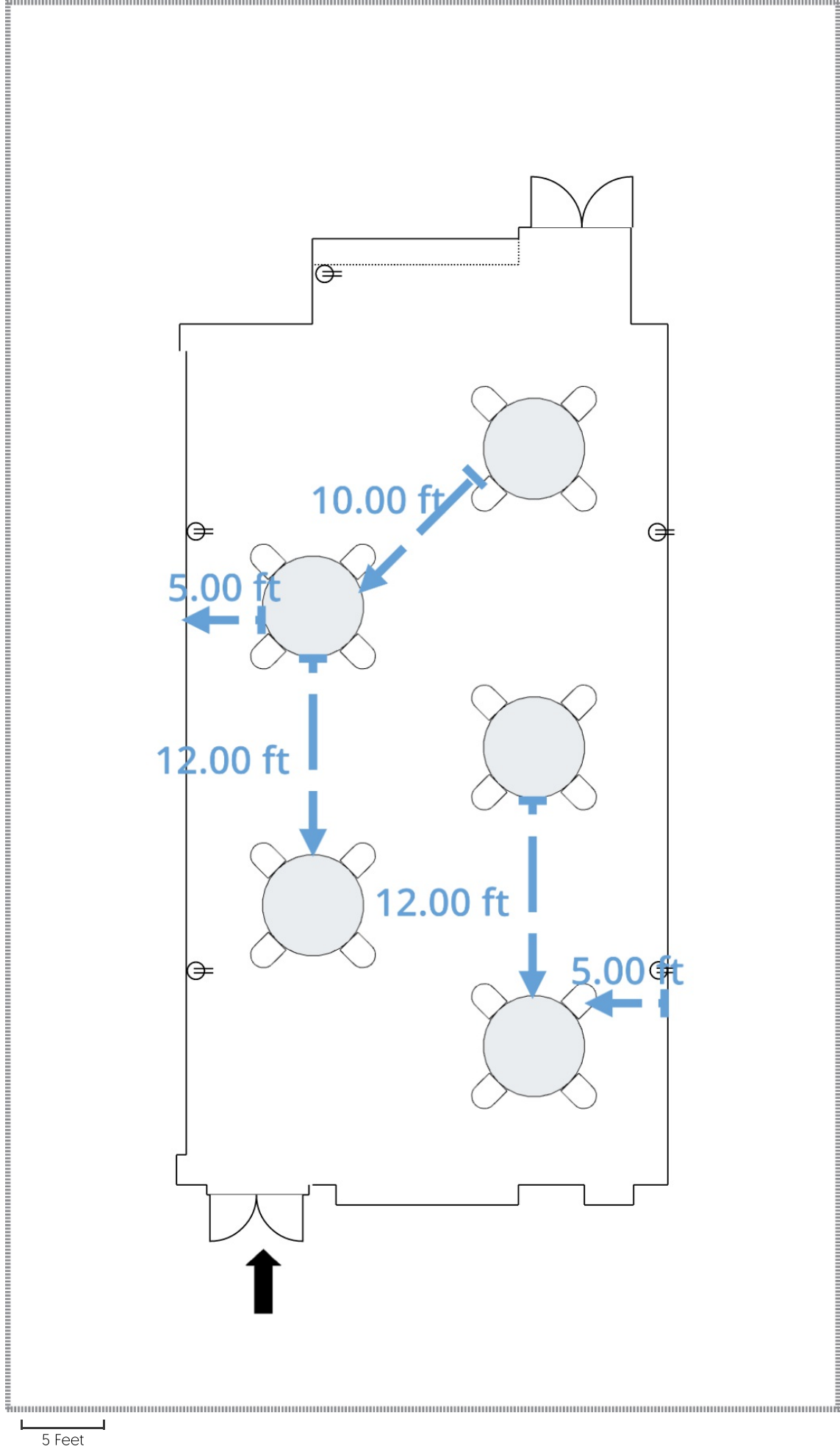


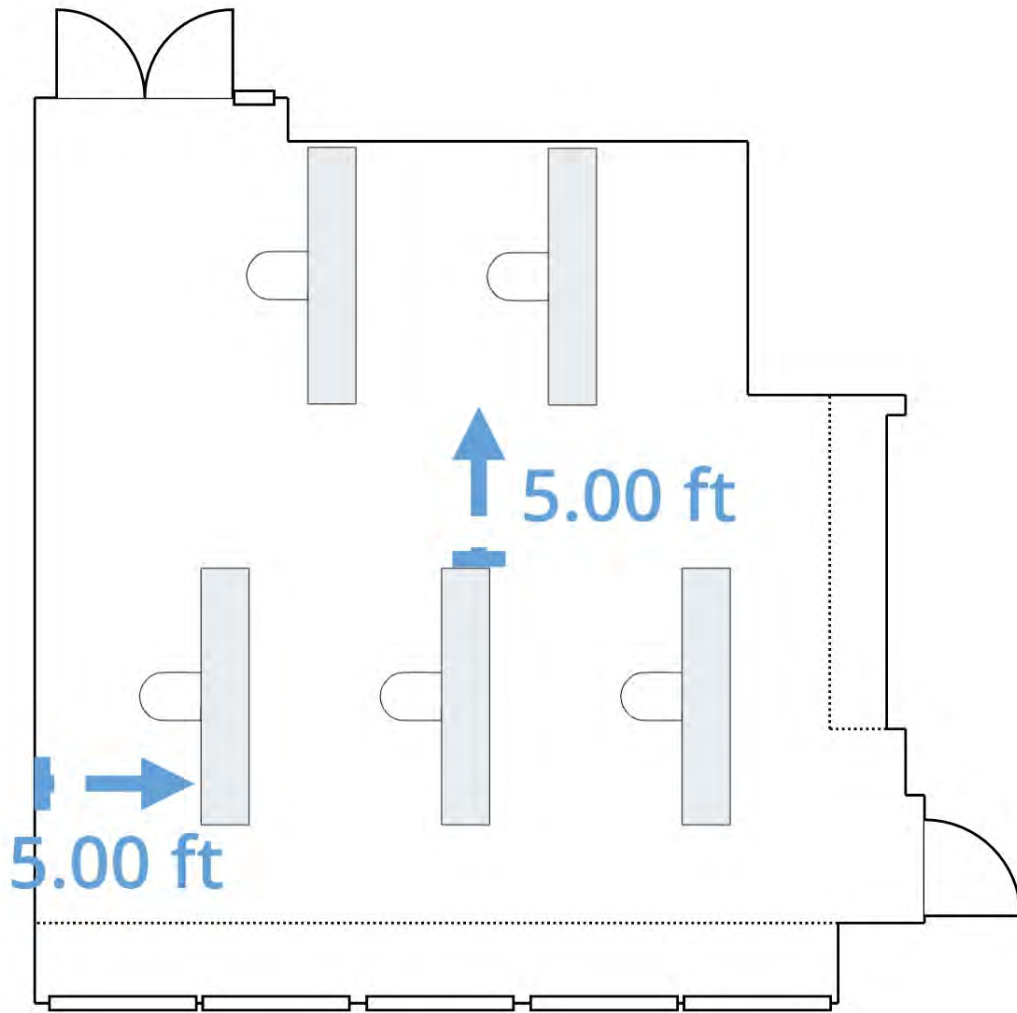
Room Capacity Chart

	Space	Square Footage	Banquet Seating (72" Rounds)			Classroom			Theater Seating		
			Maximum 10 seats, 5' aisles	Est. Socially Distanced 10' aisles		Maximum 4 per 8ft 3 per 6ft, 32" b/w rows	Est. Socially Distanced 6' between rows		Maximum no chair spacing, 18" b/w rows	Est. Socially Distanced 6' between rows	
				Moderate 6 seats	Strict 4 seats		Moderate 2 per 8ft	Strict 1 per 8ft		Moderate 4' chair spacing	Strict 6' chair spacing
Ballroom (400) Level	Ballroom ABC	32,617	1,960	546	364	2440	480	345	3,690	680	402
	Ballroom A	10,705	600	168	112	712	150	105	1,152	214	124
	Ballroom AB	22,545	1,380	378	252	1720	330	240	2,808	466	278
	Ballroom B	12,440	700	210	140	720	180	135	1,440	252	154
	Ballroom BC	22,512	1,380	378	252	1728	330	240	2,550	466	278
Meeting (200) Level	Ballroom C	10,072	600	168	112	720	150	105	1,102	214	124
	402	3,829	150	48	32	217	48	30	342	65	55
	301 AB	3,495	180	72	48	248	53	40	402	78	46
	301 A	1,758	80	36	24	140	26	20	224	39	23
	301 B	1,737	80	36	24	140	26	20	224	39	23
	302 ABC	5,367	300	108	72	420	78	60	592	117	69
	302 A	1,847	80	36	24	140	26	20	200	39	23
	302 AB	3,618	200	72	48	248	53	40	402	78	46
	302 B	1,771	80	36	24	140	26	20	224	39	23
	302 BC	3,520	200	72	48	248	53	40	402	78	46
	302 C	1,749	80	36	24	128	26	20	224	39	23
	303	1,716	80	30	20	114	26	19	187	39	23
	304	2,257	120	36	24	159	36	23	242	47	29
	305 AB	3,682	180	72	48	261	53	40	421	39	46
	305 A	1,847	80	36	24	128	26	20	211	39	23
	305 B	1,835	80	36	24	128	26	20	211	117	23
	306 ABC	5,538	300	108	72	426	78	60	640	39	69
	306 A	1,846	80	36	24	140	26	20	211	78	23
	306 AB	3,692	200	72	48	272	53	40	434	39	46
	306 B	1,846	80	36	24	140	26	20	224	78	23
306 BC	3,692	200	72	48	272	53	40	434	39	46	
306 C	1,846	80	36	24	140	26	20	211	39	23	
307	701	20	12	8	40	8	6	66	16	9	
Mezzanine (200) Level	201	1,424	40	18	12	72	22	12	115	27	15
	202	776	30	12	8	32	10	5	55	15	8
	203	814	30	12	8	32	10	5	58	15	8
	204	795	30	12	8	32	10	5	55	15	8
	205	826	30	12	8	32	10	5	63	15	8
	206	1,381	40	18	12	68	22	12	120	27	15
Exhibit (100) Level	Exhibit Hall ABC	146,843	8,980	2,316	1,544	10,000	1,521	1,009	10,000	2905	1688
	Exhibit Hall A	45,638	2,750	708	472	3,100	457	317	3,100	908	536
	Exhibit Hall AB	99,907	6,070	1,608	1,072	6,900	1,041	695	6,900	2001	1132
	Exhibit Hall B	54,269	3,180	900	600	3,800	584	378	3,800	1093	596
	Exhibit Hall BC	101,205	6,080	1,608	1,072	6,900	1,064	692	6,900	1997	1152
	Exhibit Hall C	46,936	2,870	708	472	3,100	480	314	3,100	904	556

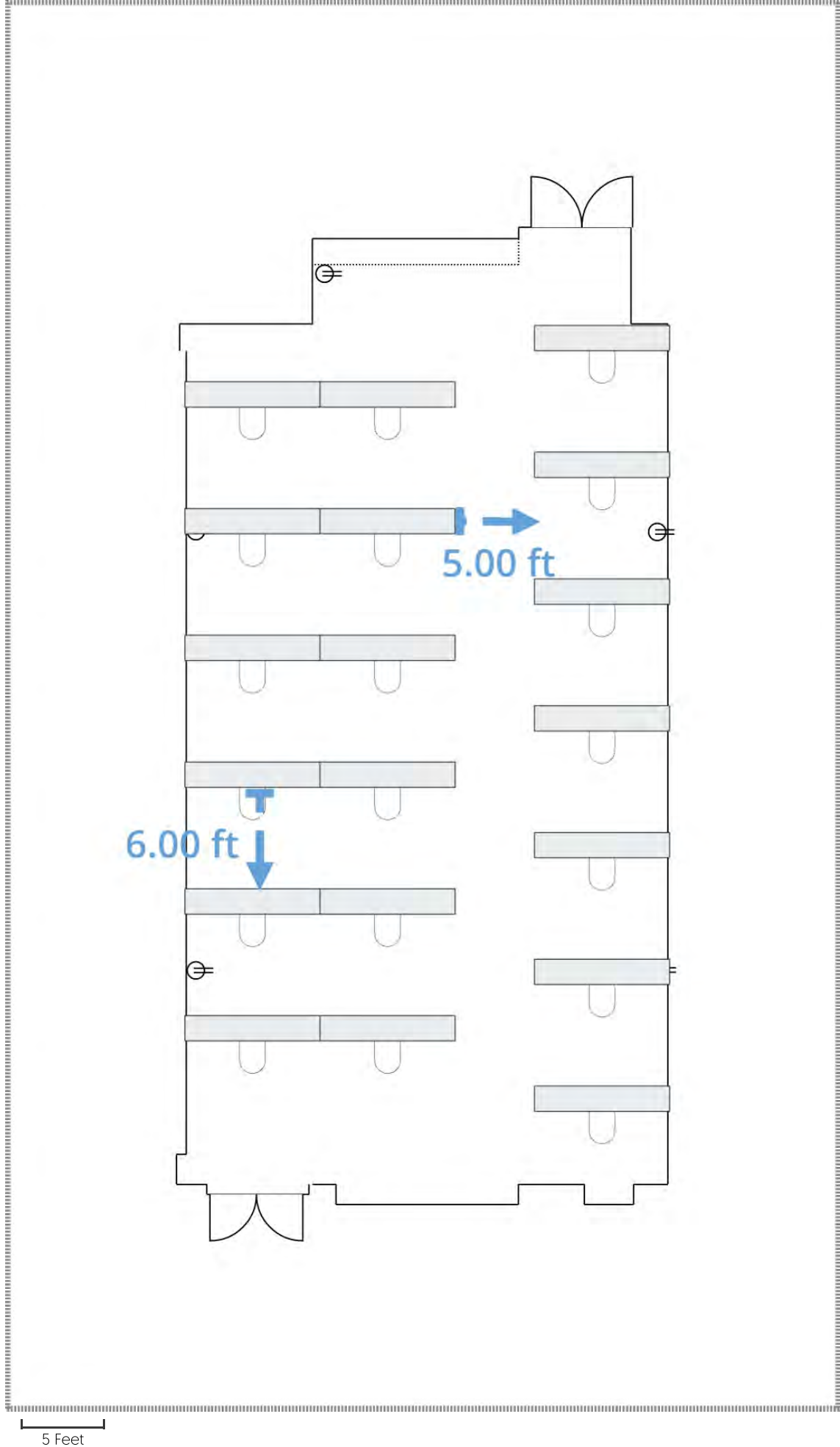
*Capacities are based off maximum fire capacities in the applicable space



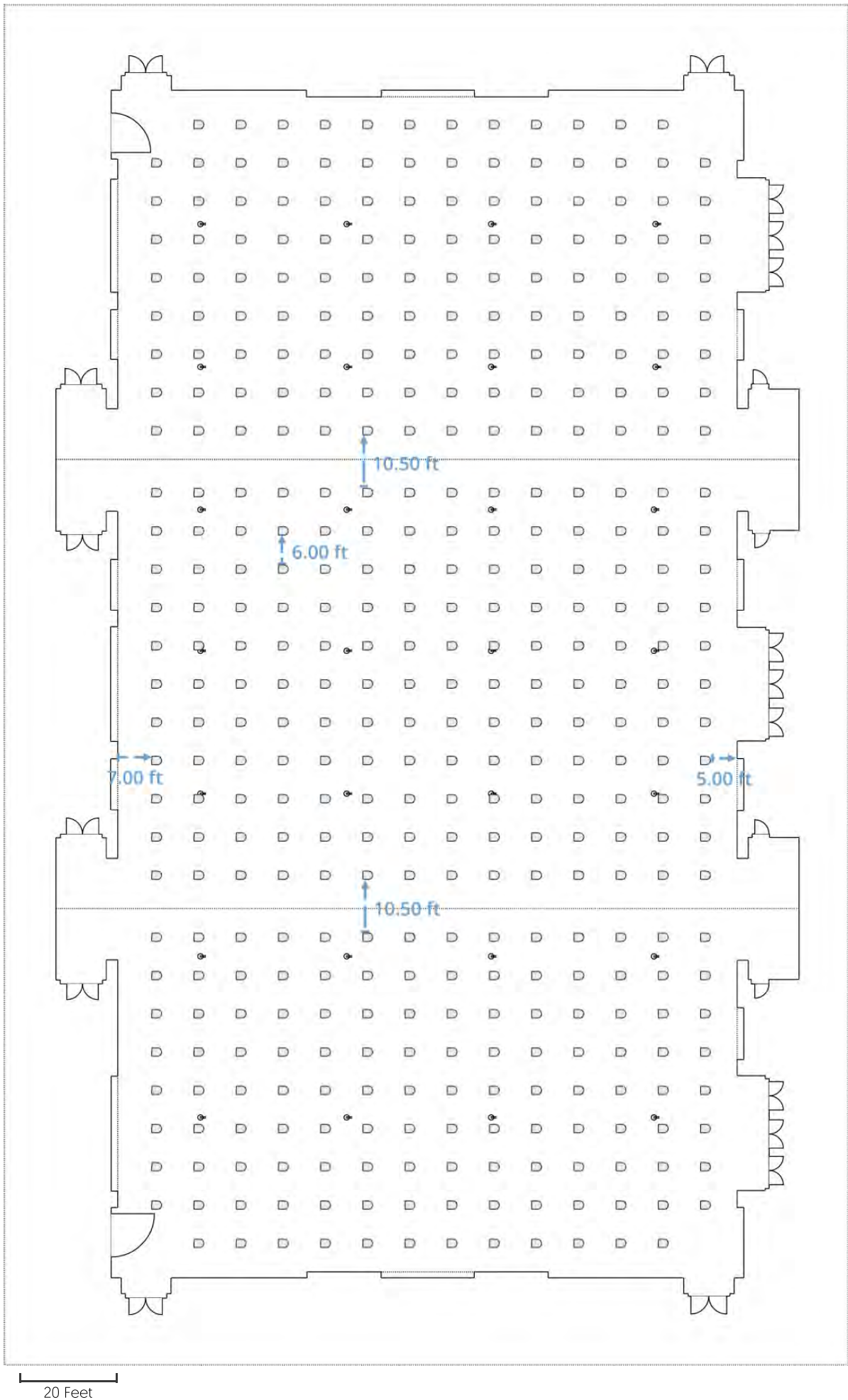




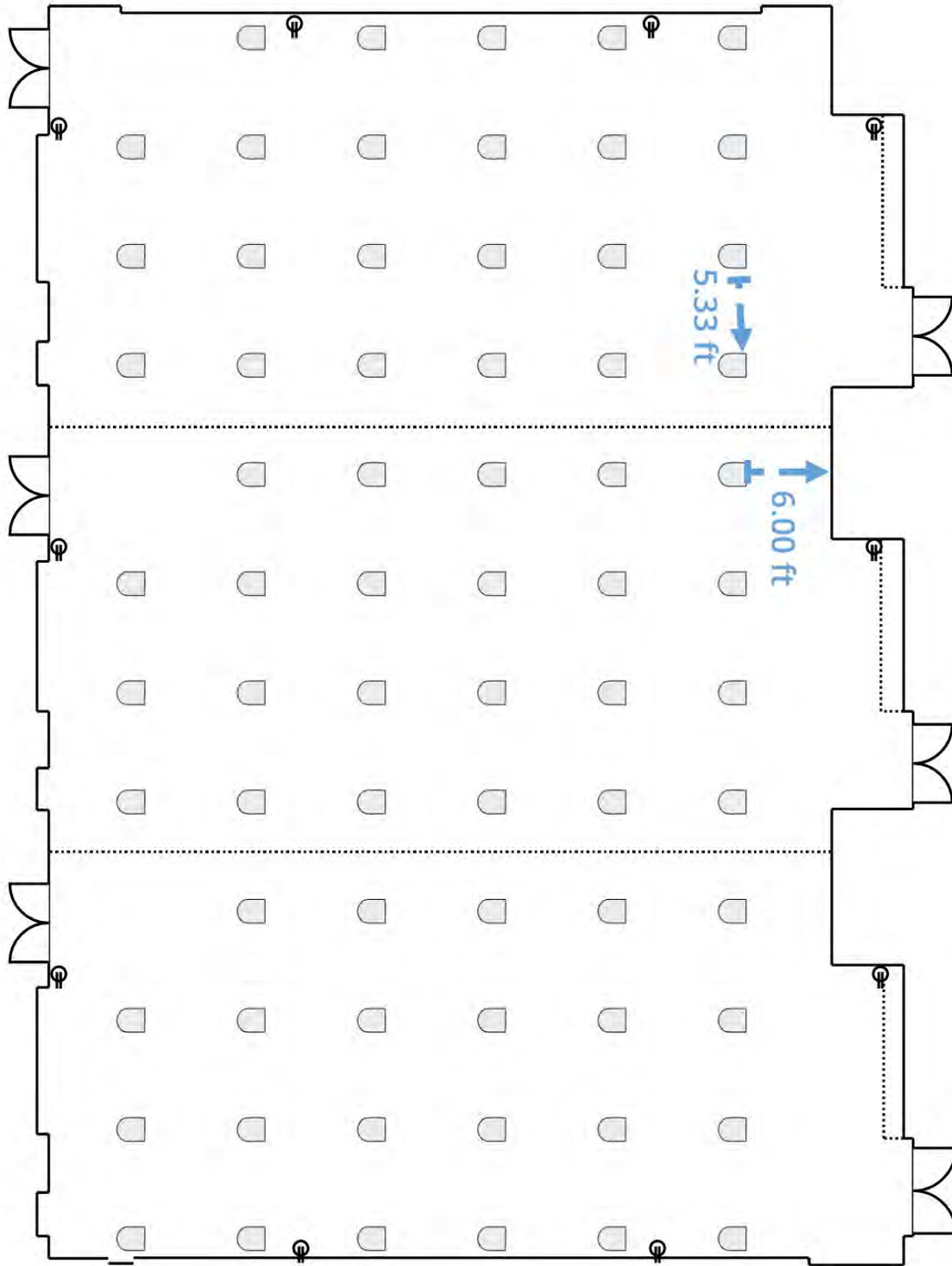
2 Feet



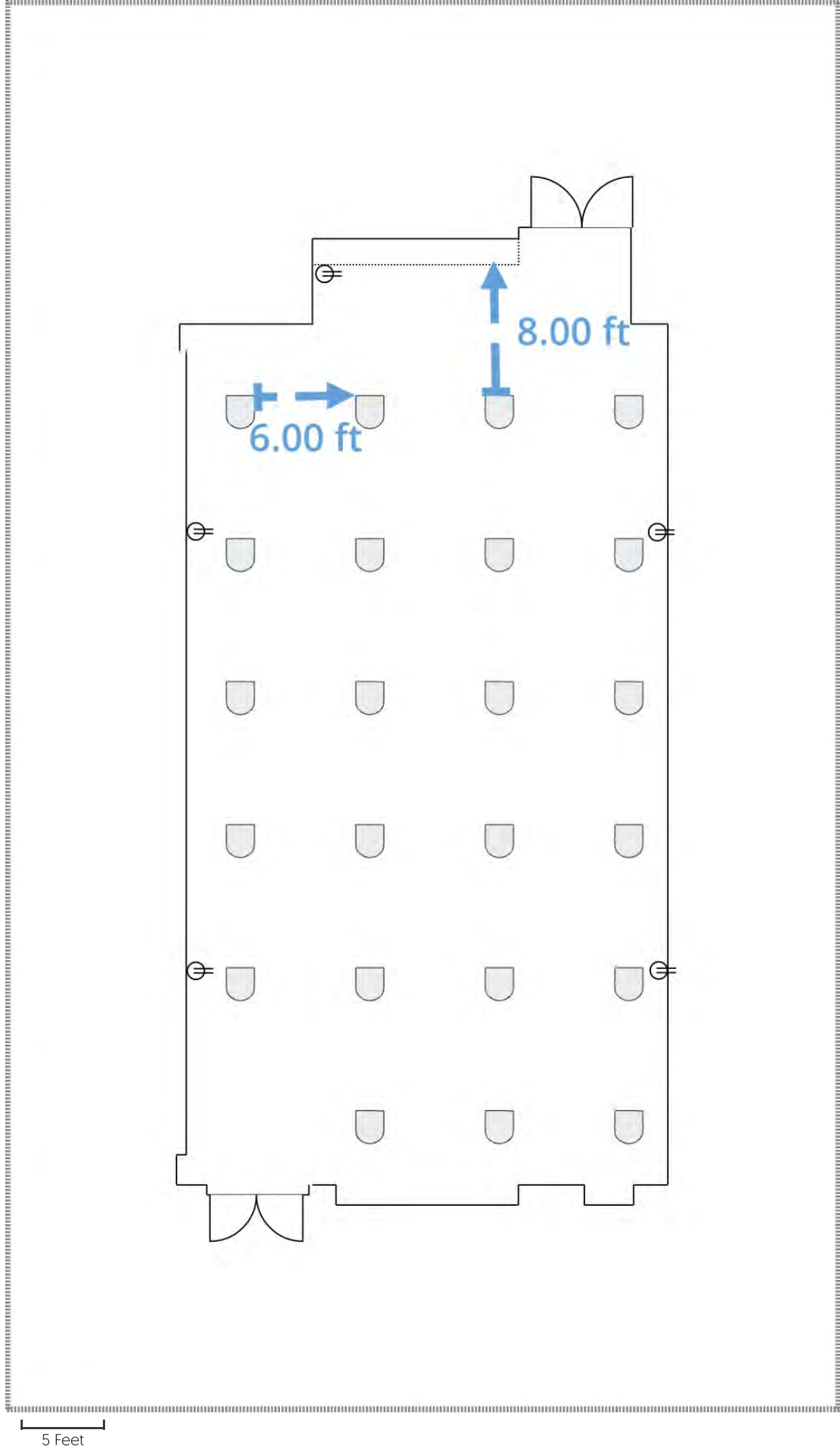
5 Feet

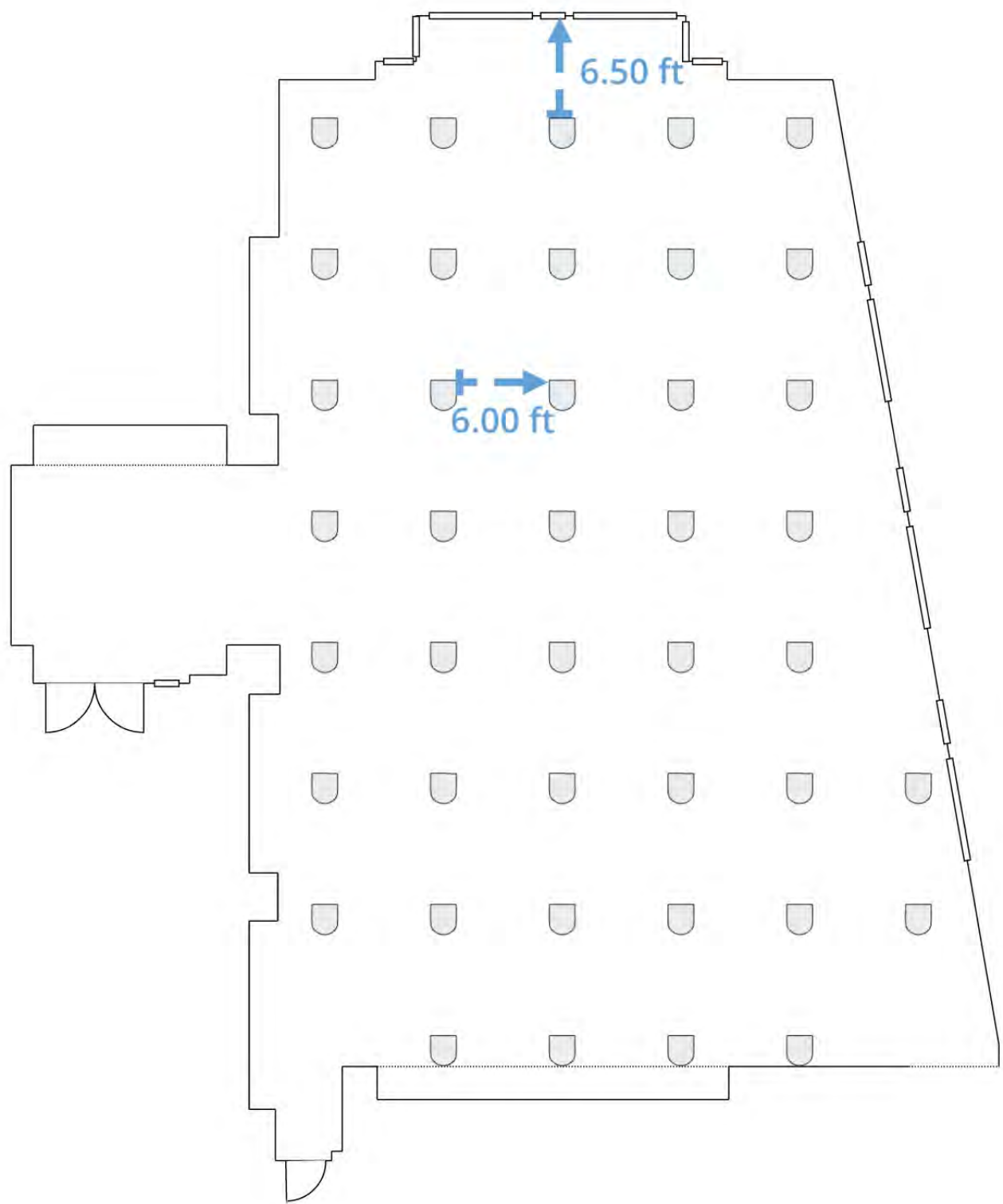


20 Feet

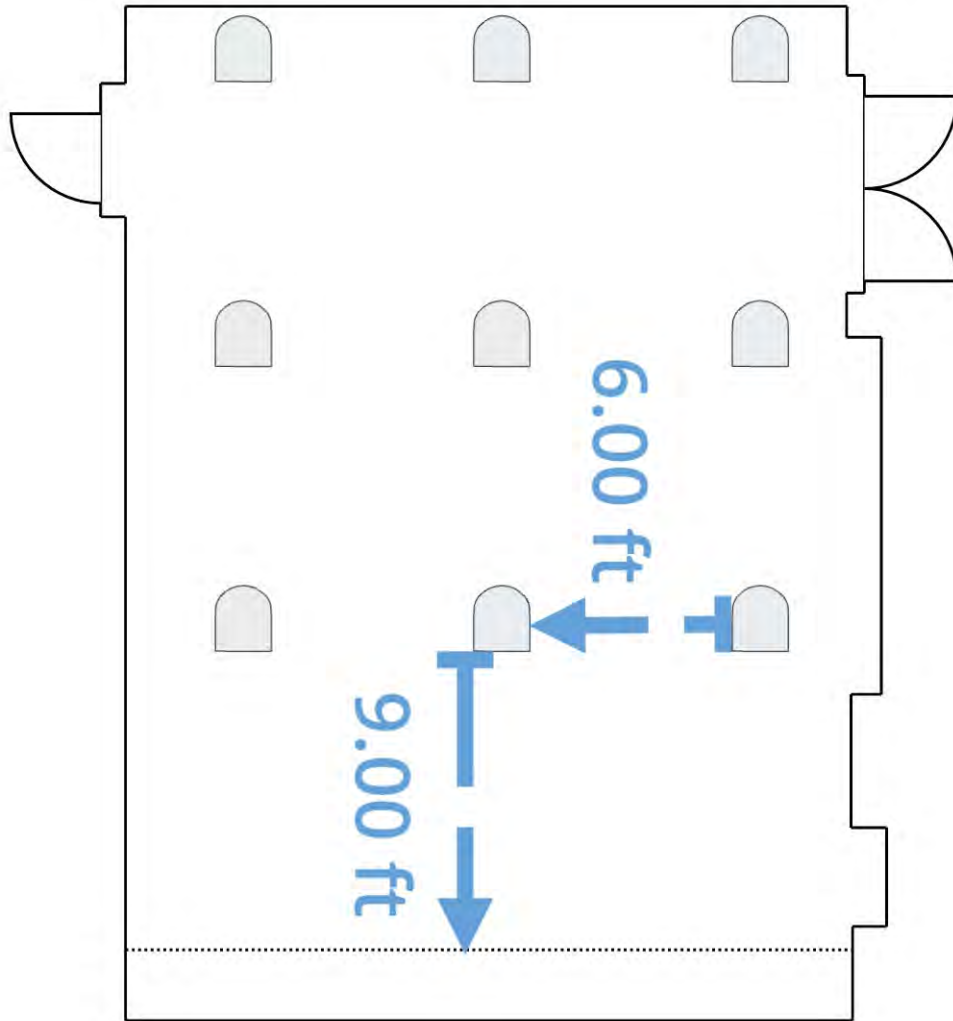


5 Feet

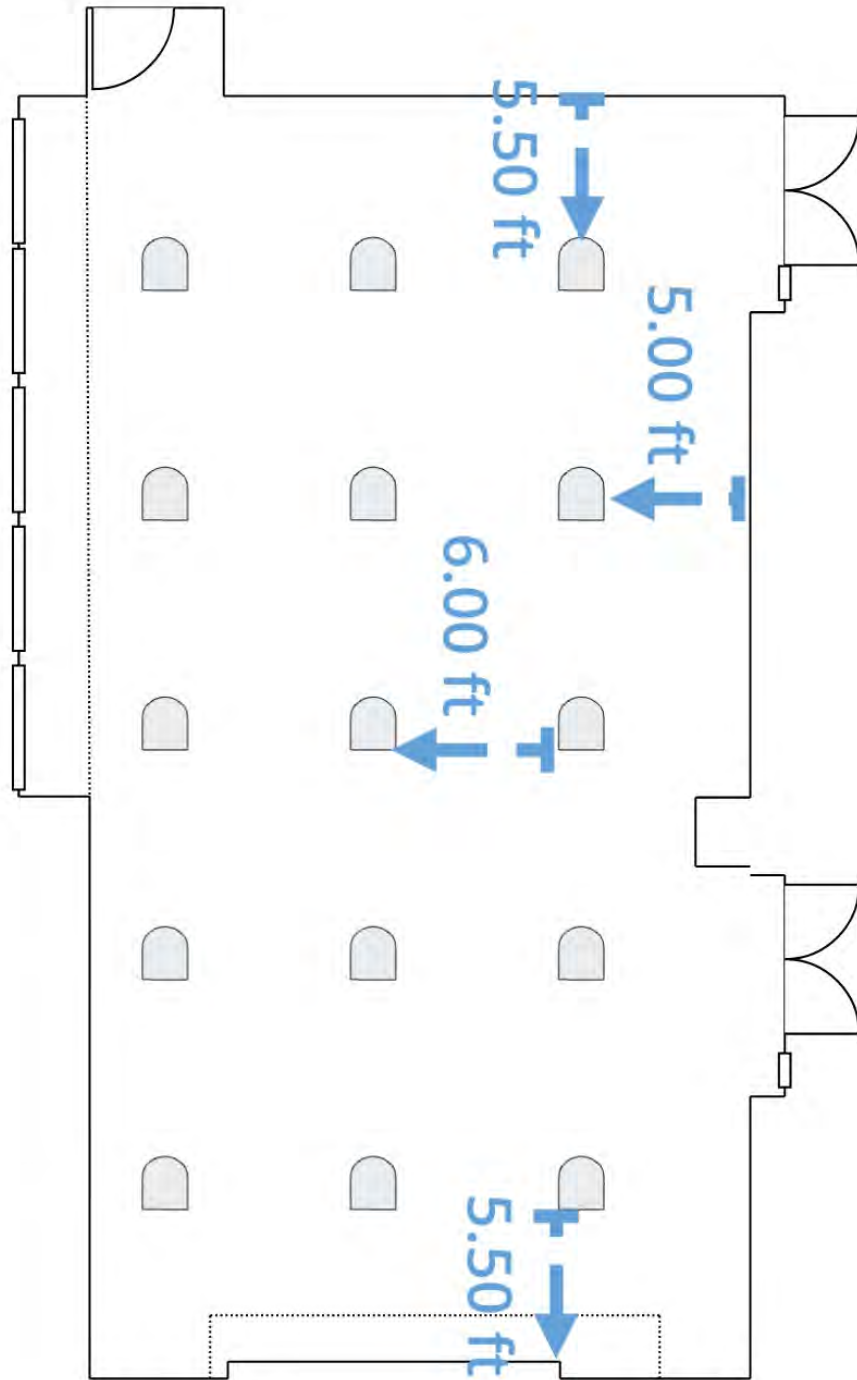




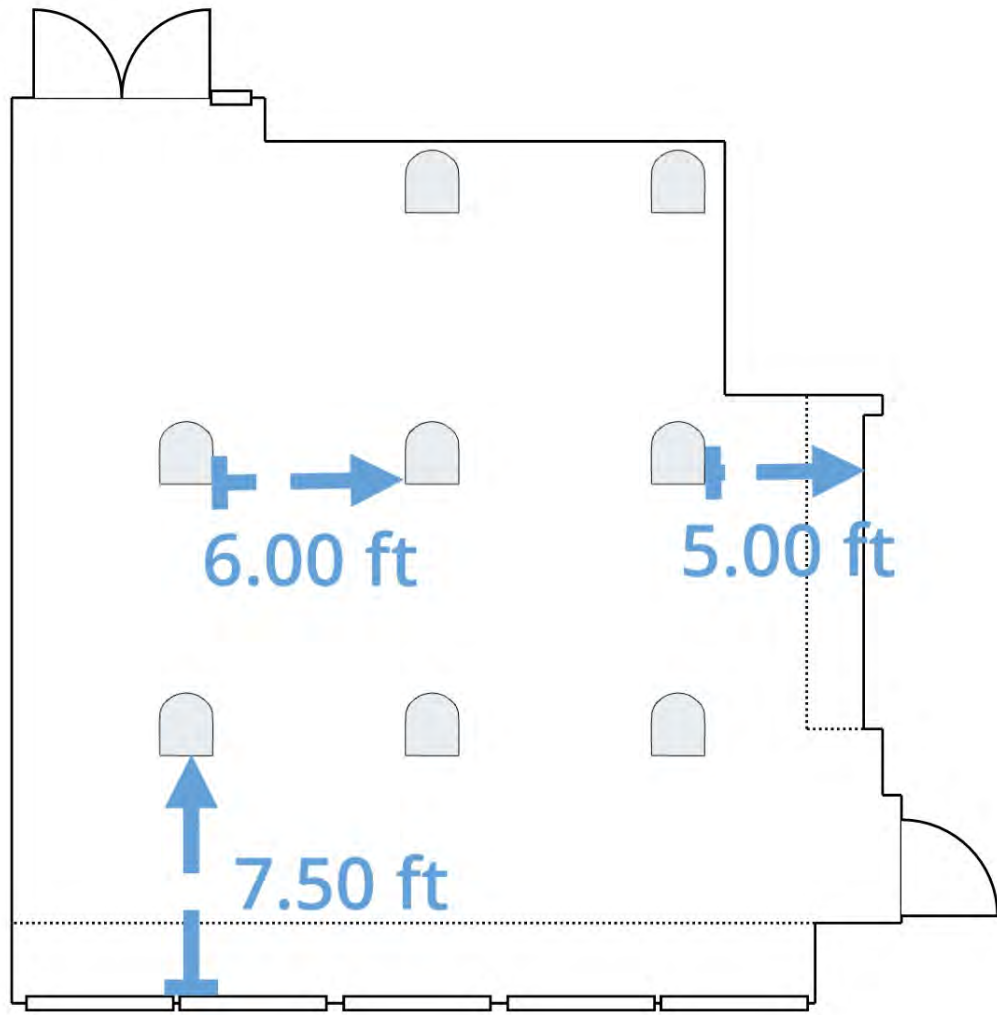
5 Feet



2 Feet



5 Feet



2 Feet