



Tempe Center for the Arts

Frequently Asked Questions

Venue

Q: Does Tempe Center for the Arts accommodate more than one event at a time?

A: TCA often hosts multiple events throughout the facility on any given day. The lobby is a shared space for all; however, each performance venue has a small, dedicated area for registration, information, or merchandise tables. Events looking to use the lobby exclusively would be subject to the entire facility rental fee.

Q: How many guests can each space comfortably accommodate?

A: The **Lakeside** can accommodate about 200 people in lecture-style seating or between 120-170 people for seated dinners dependent on any equipment needs, style of dinner (plated/buffet), and layout requested.

The **Carter Lounge** can accommodate up to 50 people for board meetings, lectures, or dinners.

The **Studio** is a black box theater with a convertible floor that allows for up to 214 people in stadium-style seating and up to 250 people for dinners, cocktail hours, and more.

The **Theater** can standardly accommodate 562 people between the main floor and two balconies but also has 33 additional pit seats that can be added to accommodate a total of 595 people.

The **Lobby** can accommodate 225 people for a sit-down dinner and up to 600 people for a reception (*North Patio square footage included*).

Q: How many people can be backstage for events held in the Theater or the Studio?

A: Due to fire code, the maximum number of people allowed backstage is 35 people for the Studio and 50 people for the Theater.

Q: Can I schedule a tour of the space(s)?

A: Yes! A member of our Business Development team would be happy to provide you with a tour of the facility. We do ask that appointments are made in advance, as we are unable to accommodate walk ins. To schedule an appointment for a tour, please email events@tempecenterforthearts.com.

Q: Is smoking permitted?

A: Smoking is permitted outside in the designated smoking areas only.

Q: What about noise around the facility?

A: TCA is located within a developing urban area and along the flight path of Phoenix Sky Harbor International Airport. The facility was designed to filter out these specific noises, and there is little to no impact on events taking place inside. If an outside venue is selected for any part of your event, noise may be a factor to consider. The airport's flight path normally passes the building on the south side; however, air traffic control changes can reroute air traffic closer to the north side. Please note that ambient sounds from air traffic, construction, facility operations (such as air conditioning), and park events are part of the natural environment and may be present during your event.



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Food and Beverage

Q: Are there only certain areas where food and beverages are allowed?

A: Food and beverages purchased from the Lounge are allowed in most areas of the facility. The Gallery, Theater, and Studio may have restrictions based on current exhibitions and performances.

Q: Are there restrictions on caterers?

A: Yes. Atlasta Catering, Artisan by Santa Barbara Catering, and Tom and Lin Catering are the exclusive TCA caterers and are more than happy to assist you with all of your food and beverage needs. You may contact them directly for menus, quotes, and any questions you may have.

Q: What is the alcohol policy?

A: All alcohol must be handled and served by Atlasta Catering. Per state law, outside alcohol is not allowed for consumption, decoration, or gifts in any area of Tempe Center for the Arts. Atlasta Catering has a wide array of choices and is happy to help with all alcohol-related needs.

Q: Is there a concessions area at Tempe Center for the Arts?

A: For public events, the lounge will be open with food and beverage concessions available for purchase. This includes alcoholic and non-alcoholic beverages, sweet treats, and small snacks!

Q: Does Tempe Center for the Arts provide linens for events?

A: TCA offers a limited supply of black stretchy linens for 6' tables for rent (available first-come, first-served). For 72" tables and cocktail tables, you may bring your own linens or arrange them through your caterer or preferred vendor.



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Frequently Asked Questions

Booking and Payment

Q: How do I request an event date at Tempe Center for the Arts?

A: Please fill out the venue rental request form, available at www.tempecenterforthearts.com under About > Facility Rental > Booking Request Form.

Q: May I hold a date?

A: You may hold an available date for 14 days at no cost while going through the estimate process prior to contracting. This gives you time to review the details before moving forward with a contract. After 14 days, if another request comes in for the same date you will have 48 business hours to move forward to contract or to release your hold.

Q: How soon can I book my event at Tempe Center for the Arts?

A: Our season is July 1 to June 30 of the following year, and our calendar typically opens in the spring prior to the new season. At this time, we are unable to accommodate event requests several years in advance. We also have a minimum sixty (60) day booking policy in order to set your event up for success.

Q: What does the facility rental fee include for the Theater and Studio?

A: The facility rental fee for the Theater and Studio includes use of the performance space, dressing rooms, and laundry/wardrobe room from 8:00 a.m. to midnight, along with non-exclusive access to the green room, loading dock, and common corridors. Each space comes with a basic lighting rep plot, sound system, and its respective lighting and sound consoles. Additional equipment, staffing, and fees will apply based on client needs.

Q: What does the facility rental fee include for any hourly spaces?

A: Hourly spaces (Lakeside, Carter Lounge, etc.) are rented at a per-hour rate with a two-hour minimum. Each rental includes one hour for load-in and one hour for load-out, existing in-ceiling lighting, and select furniture options as listed in the rental equipment list. Additional equipment, furniture, staffing, and fees will apply based on client needs.

Q: Is there a special rate for nonprofit organizations?

A: Yes. The non-commercial rate applies to nonprofit organizations who provide proof of nonprofit status.

Q: What is needed to finalize booking a date?

A: After the estimate is approved by the client, a signed TCA license agreement and a 25 percent deposit are required to formally book a date.



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Frequently Asked Questions

Booking and Payment (cont.)

Q: May I combine my deposit and balance into one payment?

A: The deposit and balance can be combined into one payment if it is received by the deposit due date. Any additional charges due to event changes made after this payment will be collected thirty (30) days prior to the event or settled after the event if changes are made within thirty (30) days of the event, including the day of.

Q: Is the deposit refundable?

A: After assessing the \$500 cancellation fee, you may receive a refund if the cancellation occurs more than 120 days prior to the event. Within 120 days of the event date, partial refunds are available per the operating policies.

Q: Are there any wedding packages?

A: Currently, Tempe Center for the Arts does not offer wedding packages.

Q: What documents are required for me to host my event?

A: All events will be required to submit a Certificate of Insurance. Specific information for this document will be sent out during the contracting process or can be sent earlier upon request. For events that sell tickets, it is required to provide a W-9 for potential settlements. For-profit events selling merchandise will be required to obtain an Arizona Transaction Privilege Tax (TPT) License. For any events in the Theater and/or Studio, a Stage Door list with the names of anyone who will be backstage will be required two (2) weeks prior to the event.

Q: Can I do professional photography or videography in or around Tempe Center for the Arts without renting a space?

A: If you are looking to do professional photography or videography in the Lobby or outdoor spaces at TCA, we do have a film permit you may apply for to do so without a full rental of the space. Please contact our Business Development Coordinator for a film permit application. For the Theater, Studio, and Lakeside venues, a space rental is required for photography and videography.



Tempe Center for the Arts

Frequently Asked Questions

Back of House/Production

Q: Does Tempe Center for the Arts provide production labor?

A: Currently, TCA does not provide the production labor for your event and does not coordinate the labor for your event. TCA clients must obtain professional production labor through a professional third party, which includes sound technicians, light technicians, stagehands, etc. A resource list of companies and independent contractors familiar with TCA is available. A TCA production supervisor will be onsite day-of to answer technical questions, provide direction regarding TCA equipment and assist in troubleshooting TCA systems.

Q: Do I need to rent equipment through Tempe Center for the Arts?

A: TCA has a variety of production equipment available for rent – please see the full equipment list in the venue rental packet for more information about options and pricing. You are welcome to bring in your own equipment if preferred, so long as you hire the proper third-party staff for any set-up and tear-down needs.

Q: Are the technical specs available for the spaces?

A: We do have technical specs available for the Theater and the Studio upon request, otherwise they will be sent by your Production Lead after your event is confirmed.

Q: When are final day-of details discussed?

A: About sixty (60) days prior to your event, a walkthrough will be scheduled with all pertinent TCA staff and all of your event stakeholders. You then have thirty (30) days prior to the event to make final adjustments and pay the remaining balance.

Q: What are the rules regarding us recording or broadcasting videos of our event?

A: Both you and the City are welcome to record your event for internal use. If you plan to record for future sale, there is a \$750 recording fee. All recordings must also give location credit as “Recorded at Tempe Center for the Arts in Tempe, Arizona”. To maintain the quality and integrity of all events, any broadcasting must be approved in advance by TCA Management or their designee. Camera and video equipment placement should also be coordinated with TCA staff prior to the event.

Q: Can I provide food and beverages backstage to our performers?

A: Yes. You do not have to go through our exclusive catering for back of house bulk food provided to performers, crew, or volunteers. We recommend food that is easy to set up and clean up, such as sandwiches or pizzas, as you will be responsible for all set up and clean up. However, if you want a catering service (including but not limited to delivering, setting up, serving, decorating, etc.), you will need to go through our exclusive caterers.



Tempe Center for the Arts

Frequently Asked Questions

Front of House/Box Office

Q: Do I have to use the Tempe Center for the Arts box office for my event?

A: Yes. Tempe Center for the Arts is the sole and exclusive ticket agent for all events held at the venue. With our in-house ticketing system, all events (including free performance and audience-based events) are ticketed using bar coded tickets. Our box office team is happy to work with you and answer any questions you may have.

Q: Can I sell merchandise at Tempe Center for the Arts?

A: Yes. For all rental events, we charge a flat fee per vendor table. If you would like TCA staff to sell your merchandise, the appropriate staffing charge will also be included in your balance. For more details, please see our Merchandise section in the venue rental packet.

Q: What marketing opportunities do I have through Tempe Center for the Arts?

A: For public events, TCA marketing support includes your event on the TCA web calendar, inclusion in the TCA bi-monthly brochure, inclusion on bi-monthly event posters, and inclusion in bi-weekly e-newsletter (minimum of 1). To be included in any printed materials, all box office and marketing information will need to be submitted prior to the printing deadline.

Q: Does Tempe Center for the Arts provide front of house staffing for my event?

A: Yes. TCA provides the front-of-house staffing required for your event, and the cost is included in your estimate. Exact requirements at the discretion of Tempe Center for the Arts dependent on the needs of your event.

Q: Can I bring in my own volunteers in lieu of your front of house staff?

A: No. Our front-of-house staff is thoroughly trained in the processes of our events, evacuations, and emergency situations and TCA has specific staffing requirements since we are a municipal building. If you have volunteers who you would like to have assisting in the front-of-house process (information table, passing out programs, etc.), please contact our Audience Experience Coordinator and they will be happy to discuss options with you.



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Frequently Asked Questions

Parking

Q: Where do patrons park to visit Tempe Center for the Arts?

A: Patrons are welcome to park in the parking garage located north of Rio Salado Parkway at Hardy Drive, or in the west Hardy lot located west of the garage.

Q: Where is accessible parking located?

A: Accessible parking is available in the TCA South Lot which can be accessed via the TCA main driveway, as well as on the west side of the building across the driveway. Additional accessible parking is available in the garage.

Q: Does Tempe Center for the Arts own the parking garage?

A: No, TCA does not own or operate the parking garage.

Q: What is the cost to park in the garage?

A: The cost is \$3 an hour to a maximum of \$15 per day. The first 20 minutes in the garage are free.

Q: Will Tempe Center for the Arts validate garage parking?

A: Garage parking will be validated for select events. When you submit your venue rental request form, a member from our Business Development team will let you know if your parking would be validated or not for your patrons, performers, and crew. If your event is not validated, we will still provide four (4) all-day parking validations for you to use on the day of your event as you see fit.

Q: Am I able to host parking if my event is not validated?

A: You may choose to host parking for your guests and back of house team. These rates are as follows: \$5 per 2-hour validation; \$7 per 4-hour validation; \$15 per all day validation. If you choose to do a 2-hour or 4-hour validation and your guest stays longer, they will be subject to the rest of the cost upon exiting the parking garage. Validations are good for one use. We will only charge for validations given out.