



Bennack Music Center Facility Use Policies and Guidelines



Preface

Welcome to the Luella Bennack Music Center at the University of the Incarnate Word. This handbook contains the policies and procedures for the use of all Music Center spaces. Please be sure that you have read and understood these policies and procedures *before* completing the venue request form, so as to make the best possible use of our venues for your event, and plan ahead for any adjustments. These policies and procedures have been developed to ensure the safety and success of your event, as much as is possible. Any questions regarding policies and procedures may be directed to our Venue Manager by phone at 210-829-3855 or by email at music@uiwtx.edu.

LBMC Usage Policies:

The Luella Bennack Music Center (LBMC) is primarily an academic facility. All events must be scheduled around the University of the Incarnate Word and Department of Music activities. The timeline for event scheduling is centered on the university's academic calendar. Generally speaking, our venue is unavailable for reservations to external parties for the first two weeks of December, the first two weeks of May, and all UIW Holidays.

Any event deemed to be potentially damaging to the facility will be denied, and is at disclosure of the Venue Manager and Department Chair. Please note these spaces are designed for music-oriented events such as classical concerts and recitals. The stage floors are not designed to hold heavy objects such as set pieces, and topical dance floors are not permitted. Performance or rehearsals with dancing are not permitted in any of the venue spaces in the Luella Bennack Music Center.

As a general rule, only one non-departmental event will be scheduled in the LBMC during a specific time period. The Venue Manager will maintain a list of available times and spaces.

During the fall semesters, our campus hosts football games on Saturdays. Please see their schedule for home games. In addition, we do not permit events during Light the Way, Alamo Heights Night, and Corporate Cup due to major parking complications and limited access to campus.

Definition of Event Types and booking windows.

Department of Music Events

Events including major UIW ensembles, student degree recital, and guest artist performances. These events are scheduled by the Department of Music by the end of January prior to the next season. In addition, dates in the spring are placed on hold for potential dates for student degree recitals. We will not release availability of the space until the season is confirmed by the full-time faculty. No external organization is allowed to use the facilities on dates that a department of music event is taking place.

UIW Events

These events will include events that meet at least two of the following three requirements:

- Events that are essential to the function or operation of any department.
- Annual academic requirement events that require a large event space
- Events with a history of large attendance (250+) that are open to all of the campus community.

These events must be submitted by a staff person from the coordinating department. These events may be submitted starting on the first Monday of April each year. Events in this tier will be processed in the order in which they are received.

Associated Events

Events that include Full-Time Music Faculty and meet the following requirements:

- FT Music Faculty are involved in the planning, execution, and supervision of the event
- Is one-time or sporadic event (meanings does not occur every year)
- Not directly connected to an external organization or non-profit (if so, they will follow the co-sponsored guidelines)

These events must be requested by the FT Faculty members and reviewed by the Department Chair. These events may be submitted during the season planning meeting, but priority to dates will go to ensembles first.

Co-Sponsored Event

Events requesting use of the facilities that are not organized by the university or department but include UIW faculty in either event organization or participation. Requests follow the same submission window as UIW events starting the first Monday of April each year. Priority will be given to UIW events, but if facilities are available, will be processed in the order received.

These events will include events that meet at least one of the following three requirements:

- Events that are organized by a UIW part-time faculty member.
- Event's performance participants include UIW faculty, students, or staff.
- Events with collaboration with a UIW Department, but are the main organizers of the event.

Events in this category require a Use of Facility Agreement to be completed and a certificate of liability insurance with UIW as an additional insured. There is a restriction on time and resources available. While most fees are waived, some may still be required (i.e., piano tuning, security officers, housekeeping).

External Event Facility Use

Any event requesting use of the facilities that is not directly tied to the university or an official Department of Music event. Requests are restricted to the following windows unless the event occurs outside of the Fall/Spring Academic window. For example, May recitals after May 10 may be requested in September.

- Events occurring between August 20-December 10 may submit requests beginning May 15.
- Events occurring between February 1 -May 10 may submit requests beginning November 15.

If the event date requested is outside of the academic year, you may request use of the facilities up to 9 months in advance.

Advertisement

Events will be posted to Bennack Music Center's event webpage on UIW Events. The venue manager will coordinate requesting information to add the event details to the site. This includes event information, ticket pricing, time and location information, and links to your website (if applicable). Additionally, we are able to post a digital flyer in our tv monitor located in the lobby of the building. For the digital flyer, we accept PDF, PNG, or JPEG formats with the resolution of 1920 x 1080 pixels.

Booking the Facilities

Time Frame “Window of Reservation”

When making a request, consider the entire time frame (“Window of Reservation”):

- Setup
- Warm-up (if applicable)
- The actual event
- Break down
- Clean up
- Reception (if applicable)

The total event must be completed within the specified Window of Reservation, as stated in your contract. Once the contract is completed, adjustments to the reservation window must be made no more than two weeks prior to the event. Once we reach the two-week window, we are unable to adjust the reservation. If you go over your reservation time, a fee of \$50 per half hour will be charged for Seddon Recital Hall events and \$75 per half hour will be charged for Bennack Concert Hall events.

VENUE	TYPICAL RENTAL WINDOW
<i>Bennack Concert Hall / Seddon Recital Hall</i>	
Large non-music events	4 hours
Concerts/Recitals	4 hours
Meeting/Lectures/Speakers	3 hours
<i>Rehearsal / Dress Rehearsal</i>	3 hours maximum (includes set up)

This rental window is set to be a guide, not the actual time necessary for your events. If you have any questions, please contact the Venue Manager and we can assist with determining the window of reservation.

Windows of reservation must be between the hours of 7:45am to 11:30 pm; Maximum Facility Rental Window per day is 8 hours, or a surcharge of 30% will be added to the total.

Booking Process

After reading this handbook, please fill out a copy of the **Venue Request Form** and email it to the Music Venue Manager (music@uiwtx.edu). Our Venue Manager will contact you about the availability of the space and provide an estimated rental fee. If you do not have a desired date, please list potential dates, in order of preference, in the “Additional Information” box.

Venue Requests must be submitted at least 45 days prior to the event; the rental agreement must be finalized at least 30 days prior to the event. Events requests submitted within the 45-day window will have the same rental rates; however, equipment or resources may be limited or unavailable. A minimum of 3 weeks is required to request use of space due to the time needed to complete the contract.

All forms must be filled out as failure to do so may result in the denial of your request. Please fill out the forms as accurately as possible. If conditions change, please notify the Venue Manager. Any questions

about how to fill out the forms can be directed to the Venue Manager. The withholding of certain information from the Venue Manager, to reduce the rental fee, will immediately cancel your event and any deposits or funds will be forfeited. **All changes and adjustments need to be reported to the Venue Manager.** Additional information may be needed to ensure the most accurate rental fee estimate. NOTE: for non-profit organizations, a copy of your 501 C3 Tax Exempt Status must be submitted with your request.

Approval Process

Upon receipt of your request, the Venue Manager will determine whether the event is appropriate, and the space(s) is available. More information may be requested to answer any remaining questions and provide an accurate rental fee estimate. Once everything has been cleared the request will be sent to the chair of the UIW Department of Music for final approval.

If your event is approved an invoice will be sent detailing the breakdown of rental fees and an event information sheet of what facilities/resources are provided with the rental. If you agree to those terms, please send a certificate of insurance with UIW listed as an additional insured. This is required to initiate a contract with UIW. Our venue manager can provide a copy of the insurance guidelines if you need additional information.

Pricing

The rental fee for LBMC spaces will vary depending on the type, size, and location of the event. Some additional charges may apply, depending on the resources needed to fulfill the request. Pricing is split into four categories:

- NON-PROFIT Open- if NOT charging admission, collecting donations or conducting fundraising activities
- NON-PROFIT Ticketed - If charging admission, collecting donations or conducting other fundraising activity
- FOR PROFIT- any organization that does not have 501c3 status.
- COSPONSOR- any organization falling under co-sponsor category. Some charges/fees are unable to be waived due to cost of use.

All organizations require certification submission for non-profit rate.

Admission to Event for UIW Students, Faculty, and Staff

All events at the LBMC must allow UIW students, faculty, or staff to attend the performance/concert free of charge while showing their valid UIW ID.

Cancellation Policy

Cancellation of an event can be made with the amount already paid the University of the Incarnate Word forfeited. The university reserves the right to cancel the event if the balance is not paid in full or certificate of insurance is not provided to the venue manager no later than one week prior to the event.

Venue Specifications

Below is a description of each of the LBMC venues available for rental.

Diane Bennack Concert Hall

Formally the Fine Arts Auditorium, now a state-of-the-art concert hall designed primarily for music events. The Concert Hall specifications include:



- 494 seats with six open spaces for accessibility needs.
- Variable acoustics, from 1 to 10 second reverb
- Approximately 30 x 50-foot stage
- The maximum ensemble size is 65.
- One backstage dressing room with restroom
- Overhead stage lights with adjustable intensity
- LED lighting fixtures that can be changed to any color in RGB spectrum.
 - Our lighting is adjustable; however, it cannot change during the performance due to lack of light board.
- Steinway D Grand Piano
- Backstage wings not connected.
- 16-channel PA system (inaccessible during a performance, but can be set and ready to go)

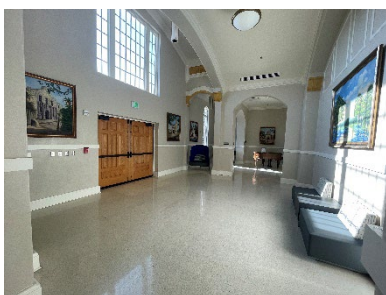
Ingrid Seddon Recital Hall

A smaller performance space, suitable for more intimate events such as student and faculty recitals, meetings, and lectures. Seddon Recital Hall features include:



- 101 seats with accessible seating in the front & back rows
- Approximately 13 x 20-foot stage
- Maximum Ensemble Capacity is 12.
- Dimmable stage and house lights
- Steinway B Grand Piano (cannot be removed from stage)
- Small backstage area
- There is no audio sound system located in this space.

Mission Lobby



Situated in front of the Bennack Concert Hall, this space was dedicated to the Sisters of the Incarnate Word. This area holds seating areas for guests with views of bluebonnet paintings by Sr. María del Socorro Lazo, CCVI. This space is our primary reception area.

Choir Hall

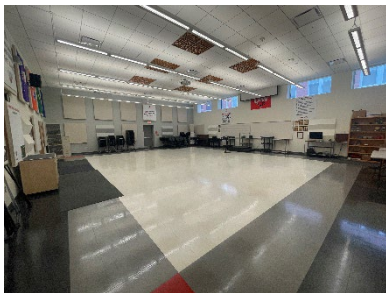
This room is used for choir rehearsals and classes that require a large floor space. The choir hall contains:



- Movable chairs that can be configured for rehearsal or classroom needs.
- Sound absorption panels, and sound deflectors to maintain a basically dry acoustic environment, desirable for ensemble rehearsals.
- Steinway Baby Grand Piano
- Dry erase board
- Projector with drop down screen and wall mounted speakers.

Band Hall

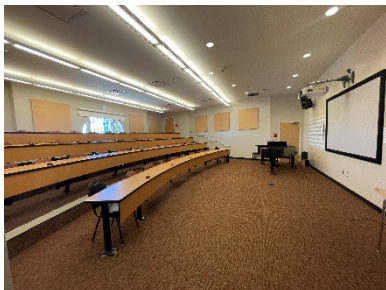
This space is primarily used for band rehearsals and instrumental courses. The band hall contains:



- Movable chairs that can be configured for rehearsal or classroom needs.
- Sound absorption panels, and sound deflectors to maintain a basically dry acoustic environment, desirable for ensemble rehearsals.
- Dry erase board
- Projector with drop down screen and wall mounted speakers.

Goretti Lecture Hall

This space is primarily used for lectures and presentations. The lecture hall contains:



- 55 fixed seating in auditorium style
- 9ft piano
- Two wall mounted white board with music note lines.
- One moveable white board with blank side and music note lines on the other side.
- Projector with wall mounted speakers and HDMI connectors

Classrooms

In the Bennack Music Center we have 3 classrooms primarily used for music and academic courses.

These contain:

- Movable cushioned chairs
- Movable student desks that can be configured for events needs.
- Upright piano
- Whiteboards mounted on walls.
- Projector with drop down screen and wall mounted speakers.
- For desk capacity each room has the following:
 - MUS 218 16 desks and chairs
 - MUS 222 25 desks and chairs
 - MUS 321 20 desks and chairs

Venue Care

It is the responsibility of the client / renter to use all means possible to care for and protect the music facilities. The guidelines below must be followed by all clients, performers, and event attendees (as applicable). Failure to do so will result in the event being cancelled and will impact future opportunities for renting.

All venue spaces must be properly cleared and returned to their original condition, prior to the end of the Rental Window time. Be respectful of the space. Please clean up the spills immediately and contact the Venue Manager for additional assistance.

Food & Beverages

The serving Food and beverages are allowed strictly in the Mission Lobby. Groups are expected to remove all leftover food and beverages at the conclusion of their event. All trash should be placed in the proper trash or recycle receptacle provided. Groups that leave a mess in the LBMC, will incur an additional charge that may include removing stains from the furniture, carpet or other items in the room; removing large amounts of trash or recycling, etc.

No food or drink is allowed inside the Bennack Concert Hall, Seddon Recital Hall, the choir room (113), the band hall (120), or the lecture hall (201).

Room Use Policy

Each space is equipped with a piano that should not be moved without express permission from the Department of Music Representative or Venue Manager. Any furniture, such as desks or chairs, may be rearranged, but must not be taken out of the room. If anything is moved, ensure that you return the chairs/desks back to their original arrangement at the end of your reservation. Audio visual equipment should not be tampered with. Doing so may compromise future reservation requests by both the individual and the group. If you need assistance with the audio/visual equipment or pianos, please contact the Music Secretary/ Venue Manager @ 210-829-3855 or the student event crew member assigned to your reservation. Piano use is prohibited without permission from the Venue Manager. Regardless of piano use, no items may be placed on top of the piano.

Any items, including signs, that may be placed on the walls or doors must use painters' tape to hang. Freestanding stage and hallway decorations are permitted; however, they must follow fire and safety codes and may not damage or leave marks on the floors, walls, or ceilings. Items cannot block hallways, stairs, fire extinguishers, or doorways.

Stage Care

No items are to be dragged across the Seddon Recital Hall or Concert Hall stages. This includes chairs. Use appropriate lifting and moving for items to prevent scratching of the floors.

In the event place markings are needed onstage, please use spike tape or gap tape only. Other tapes will leave residue and damage the floors. All markings must be removed at the end of your reservation.

For any events (i.e., concerts, rehearsals) held in the Bennack Concert Hall or Seddon Recital Hall, all brass/wind players are expected to wipe up any condensation or water released onto the floor.

Piano Use Policy

Each space is equipped with a piano that should not be moved without express permission from the venue manager or the student event crew member assigned to your reservation. Piano use is prohibited without permission from the Venue Manager. Regardless of piano use, no items may be placed on top of the piano. Pianos (if approved for use) may be tuned by UIW Department of Music piano technicians only. Arrangements for tuning will be made through the Venue Manager and notated on the rental contract.

Special notice is required for events in Seddon Recital Hall. Regardless of use, the Steinway Grand B remains onstage and may not be removed without express permission from the Music Venue Manager or Department of Music Chair. Failure to comply will result in the immediate end of your event and potential fine for retuning and repairs.

No items whatsoever may be placed on a piano (other than the piano's protective dust cover).

Facility Access

Access to all UIW Music facilities must go through the Venue Manager. UIW faculty or staff may not unlock areas for clients unless directed by the Venue Manager. Any event organizers or participants found disregarding this rule will result in the immediate cancellation of your event.

Rehearsal Policy

To accommodate the demand most fairly for event space for rehearsal requests, reservations for the SRH or BCH, will be considered under the following parameters:

In addition to the actual performance date(s), a maximum of 1 dress rehearsal date in the scheduled performance space will be allowed. The reservation window is restricted to 4 hours maximum.

Additional rehearsals may be requested but will require the use of either the Choir Room or Band Hall. All rehearsal requests must be made before the initiation of the contract.

Recital Policy

Non-UIW organizations can request Seddon Recital Hall for their student or studio recital. The Bennack Concert Hall is not available for recitals. The total Rental Window will be no more than six (6) hours with the maximum number of recitals set to 4. It is the sole responsibility of the recital organizer to arrange for clean up within the allotted time frame. Recitals involving young performers may not have alcoholic beverages served at their reception, if they choose to have one.

Room Reservation Changes

If you need to edit or change a reservation that has already received event confirmation or completed a contract, please reach out to the Music Secretary/Venue Manager at music@uiwtx.edu. Include the changes you are requesting. Last-minute changes may be denied depending on availability of the space.

Safety

Safety is a top priority. Adherence to the following protocols will help ensure everyone's safety.

- No guests are allowed beyond the first floor, with the exception of an event occurring in the 2nd Floor Lecture Hall or in the classrooms. Anyone needing to visit the upper levels must be escorted by the Venue Manager or a Student Event Crew Member.
- Guests must remain seated during performances. No standing audience is allowed. Aisles in the Bennack Concert Hall and Seddon Recital Hall must remain clear.
- Use common sense. Roughhousing is not permitted and will result in immediate removal from the facility. Under aged guests must be supervised by a legal adult.
- Events may not go past 11pm. All guests and clients must leave the UIW campus before 11:30 p.m.
- For more information about security and safety please contact Campus Police.

Events with Minors Involved

As part of the Use of Facility Contract, all organizations with minors involved as participants will be required to comply with Texas Education Code, Section 51.976: Training and Examination Program for Employees of Campus Programs for Minors on Warning Signs of Sexual Abuse and Child Molestation.

For events in the Bennack Music Center, we require a list of all employees and volunteers assisting with your event reservation. This list certifies that all have completed the training and have had a clear background check.

More information about this requirement and what it entails can be found on the Youth Protection Training website on the Texas Department of State Health Services. This site includes list of contacts for training programs around the state.

<https://www.dshs.texas.gov/youth-protection-training>

If your reservation is a multi-day event, such as a camp, you will be required to obtain and maintain sexual misconduct insurance coverage.

Receptions

Receptions are allowed for Bennack Concert Hall and Seddon Recital Hall events or as a standalone event. Reception areas are only permitted in the Mission Lobby. Once again, no food or drink is allowed inside the Bennack Concert Hall or Seddon Recital Hall, and it is the responsibility of the clients to enforce this rule with their guests. Reception time, and cleanup, must be within the agreed upon Rental Window period. Receptions may only occur after a performance. All guests must stay in the reception area. Any guests found in other areas of the building, or causing major disruptions, will be escorted by the Venue Manager out of the building. A housekeeping fee will incur for all receptions in the Luella Bennack Music Center.

Small receptions can bring appetizers or items of that nature. No glass drink containers are allowed. For alcoholic beverages please see alcohol policy on page 12. All catered events must be contracted with Sodexo. No outside catering is allowed. For information on booking and pricing please contact UIW Dining at:

Sodexo Catering

Email: catering@uiwtx.edu

Phone: 210-283-5011

Website: <https://uiwdining.sodexomyway.com/catering>

Housekeeping

Events providing food and drink to attendees and/or performers will incur a housekeeping fee. The housekeeping fee is \$25 per hour. This number of hours needed will be based on information given in the external request form and the amount of time needed to return the facilities to their original condition.

HVAC/Room Temperatures

Our facilities' air conditioning and heating are remotely managed by UIW facilities. Temperatures are set for 70 degrees Fahrenheit in both Seddon Recital Hall and Bennack Concert Hall. However, with large crowds or outside temperature changes the temperature can fluctuate inside of the facilities. This can make it too hot or too cold. Facilities do not actively monitor temperatures during the evenings and weekends. The Venue Manager and student workers may not be able to adjust the temperature during your event. We work to ensure that the temperature is set to a comfortable level, but sometimes the changes occur beyond our control.

WiFi/Internet Connection

UIW has Wi-Fi connections under "UIW-Guests". The Venue Manager can provide a copy of instructions on how to connect but is unable to help with troubleshooting. The UIW Help Desk can be contacted during the week, but unavailable on the weekends. Please be aware that we are unable to provide an alternative connection.

A/V Policy

The Bennack Concert Hall and Seddon Recital Hall were built with the emphasis on acoustic performances not needing audio/visual support. Seddon Recital Hall is not equipped with a sound or lighting system nor any projection system for presentations. Bennack Concert Hall has a limited sound and lighting system, however, is unable to provide wireless microphones as-is. Both spaces require equipment from the UIW Audio/Visual department if your event needs wireless microphones, speakers, or video projection. UIW events are generally provided with A/V at no cost as long as the requests are made in advance. Co-sponsored and external groups may incur a fee for use of their equipment.

Classrooms in the LBMC are equipped with a projector and screen and an HDMI connecting port. Users must provide their own laptop and, if needed, adapters to connect to the HDMI port in the wall.

Each hall was created for musical performances including orchestras, chorales, and instrument ensembles. Our facilities are unable to accommodate performances requiring curtains, projection, light changes, or wireless equipment. Although we have instances of external equipment rentals to accommodate these needs for an event, we do not recommend it as this takes away from aesthetic and acoustic appeal of the spaces.

Items available for use in the Bennack Concert Hall are as follows: 1 dynamic microphone with on/off switch, 4 dynamic drum microphones, 4 microphone stands. We do not have a wireless system available at this time. Our sound system is located onstage in the storage room and not easily accessible during the performance. Lighting is restricted to a side panel with preset (allowing up to 6 light settings).

Special Event Equipment

Our facilities are able to provide cushion chairs and music stands with advance notice. Items such as tables and folding chairs are available, but depending on the quantity may require special request from Special Events. Please ensure that you request these resources at least two weeks prior your event. Last minute request may not be possible.

Parking Policy

Parking is open to all guests and visitors' weeknights starting at 6:00 p.m. and all day on the weekends. From May 31 to Mid-August (dependent on first day or classes) permits are suspended and anyone can park at UIW without requiring a permit.

If your event occurs during the weekday and is expecting non-UIW parking permit holders, they must register for a guest permit through the cardinal cars app.

Guests attending your event are expected to comply with UIW Parking Rules.

Service Animal Policy

The UIW Service Animal Policy is:

<https://my.uiw.edu/sds/docs/serviceandassistanceanimalpolicystudents.pdf>

Security

Effective June 1, 2018, external events in the Luella Bennack Music Center will require security officers for the following conditions:

- The event is occurring with minors, under the age of 18, as performers and is located in the Bennack Concert Hall.
- The event is ticketed or asking for donation for entrance to the event.
- The Licensee must disclose intent to sell tickets or asking for a “suggested” donation to the Venue Manager.
- The event will be serving alcoholic beverages.
 - Length of security requirement is based on the guidelines set in the Alcohol Policy by the University of the Incarnate Word.
- Any event where the Venue Manager or the University of the Incarnate Word deems security is necessary for the safety of the guests and performers.

For events under this condition, there will be a security fee for up to four officers. The hourly rate for one security officer is \$55 per hour. The minimum length for security is 3 hours. For questions, please contact the Venue Manager.

UIW and Co-Sponsored events may require security officers as well and is responsible for the security fees for officers. The Venue Manager will coordinate with Campus Police to assign an officer with the organization being responsible for payment.

Alcohol Policy

The venue manager may approve alcoholic beverages at events meeting all of the following conditions (a) the serving of alcohol is during the reception of an event; (b) The event will have a majority of individuals over 21 years of age in attendance; (c) Food is served and alternate non-alcoholic beverages are provided; (d) proper security for the event is provided, and (e) Alcohol is dispensed by a licensed Texas Alcohol Beverage Commission (TABC) server.

We do not permit the sales of alcoholic beverages during the event. All events must use Sodexo Catering services to be approved.

The Luella Bennack Music Center prohibits the serving of alcoholic beverages for performances that include minors as performers. Alcoholic beverages are not permitted prior to a performance and are only permitted at receptions occurring after performances.