FENWAY CENTER
Venue Information Packet (V.I.P)

Updated 02.19.2025

The Fenway Center is a mid-sized venue located at 77 St. Stephen Street, on the corner of St. Stephen Street and Gainsborough Street. This venue was formerly a church and has undergone major renovations including the installation of a large screen digital projector, as well as professional light and sound systems and, most recently, a restoration of the original stained glass windows. This building has excellent acoustics and is an ideal place for performances. The Fenway Center can host many functions, including choral groups, dance teams, lectures, orchestral ensembles, and community church services on Sundays.

Please read through this packet and fill out the Event Management Form online at https://tinyurl.com/nuemform. If you have any questions, please email the Event Operations staff at eventoperations@neu.edu and list the venue in the subject of the email. Just a reminder that this form is for **logistics coordination,** and it is to be filled out **ONLY AFTER** a reservation has been secured through Center for Student Involvement (CSI) Scheduling Desk (cscresrervations@neu.edu, x2632).

SPACE

- The Fenway Center is a performing arts center capable of many different set ups:
  - Theater style for up to 225 audience members.
  - Set of up to eighteen 60" round tables (seats 8-10 people per table; 144-180 seats overall, with the inclusion of additional furniture i.e. catering tables, this goes down to max of 16 60' rounds)
  - Up to 30 classroom style tables (seats 2-3 a table, 90 seats overall).
- The open floor space is 31' wide x 78' long.
- The Stage is elevated 16" and has dimensions of roughly 36' wide x 50' deep. There are 4 moveable steps that can be positioned anywhere around the stage.
- Dimensions of the green room are roughly 10' x 8' and can hold approximately 8 people at a time.
- The building has an orchestral-grade HVAC system.
- Bathrooms are shared with the public.
- Additional backstage space could be available depending on your event's set up.
- The Fenway Center's ceiling is equipped with a retractable sound baffling system that can be deployed to help showcase the room's natural acoustics.
- Various 6'x8' foot risers (8 or 24 inches high) can be requested (in advance) for the stage
- There are (x20) cocktail rounds that can be requested in advance and (x9) 6'x30" rectangular tables available in the space.
- Wi-Fi is available in the Fenway Center. There are also 2 Ethernet ports for wired internet in the building. One is located in the ticket office (bottom left port is active) and the other is located in the downstage right stage box (bottom left port is active).

STAGE EQUIPMENT

- 1 Grand Piano
- 1 Baby Grand Piano (Steinway and Sons)
- StageBox for Monitor Ouputs and Inputs
- Podium with Mic
- Alter (For Catholic Mass)

AUDIO/VISUAL

- The Fenway Center is equipped with moving and stationary theatrical lighting hanging from a truss above the stage. It is capable of lighting for a wide variety of performances, including music, theatre and dance. **Please note that there are large windows throughout the venue so if your production involves advanced lighting the ambient light will interfere with your lighting design.**
- Yamaha QL5 64x8 Digital Audio Mixer
- We can provide 8 wireless mics (8 hand-held or 8 lapel microphones or a combination of both but only 8 independent channels)

Other microphones are available for use in the Fenway Center as well. The Event Management staff will work with you to make sure your AV needs are met. We can also recommend outside vendors in situations where our inventory can't meet your demands.

- ETC GIO Theatrical Lighting Desk
- A full inventory of various Source Four PARs, Leko Lights (varying degrees), 6" Fresnels and with a multitude of lenses, top hats, barn doors, colored gels/gel frames and gobos.
- Two LXE 700 Spot moving lights.
- There is a built-in projector (Christie Digital, Model DS+10K-M, 10,500 Lumens) hung on a Draper scissor lift (Model: SLX15; capacity 350 lbs.) and projection screen (18' wide x 14' high).
- The Fenway Center is capable of projecting from a laptop computer, Our preferred formats for video files are mp4. When preparing files, please consider the aspect ratio of the projection screen; which is 16:10.

RESERVING THE FENWAY CENTER

- All events must follow the guidelines and policies set forth in this packet, as well as adhere to policies stated in the Event Management website (https://eventvenues.sites.northeastern.edu/) and the Student Code of Conduct (https://osccr.sites.northeastern.edu/code-of-student-conduct/) Exceptions may be made **only** at the discretion of the Director of Operations.
- All communication from the organization to Event Management staff should be handled by the group representative (and program manager, if the group hosting the event is a student group).
- The group representative must also complete and submit the details of their event four (4) weeks prior to the date of the performance/event by filling out the online Event Management Form. If the Event Management Form is not completed accurately within that time period, the success of the event could be compromised, and may include cancellation of the event.
- On the day of the event, the group representative must be on-hand and serve as a point person for communication with the Fenway Center staff from the time of setup until breakdown is completed.
- All events in the Fenway Center are administered by the Event Management staff. The size of the staff needed for a performance is determined solely by the Director of Operations. The Technical Operations Managers will provide appropriate staffing.
- The Event Management staff reserves the right to bill for staff used during rehearsals, as well as set up and breakdown periods. These fees will be added to the final billing charges for the event.

TICKETING EVENTS

- Events may require tickets or wristbands for admission due to capacity issues. Even free events may be ticketed or wrist banded to ensure fire safety codes are met. Additional Front of House Staff may also be required for ticketed events as determined by the Event Management Venue Managers.
- Ticketing is required for any event with a contracted performer or speaker as well as for any event with non-Northeastern attendees.
- The ***Northeastern Ticketing System through CSI*** must handle all ticket transactions for events in all Major Event Spaces. All ticket sales are made through the nuhuskies.evenue.net portal. There is a strict "no refunds, no exchanges" policy for all tickets.
- For more info about tickets, email: tickets@northeastern.edu or visit nuhuskies.evenue.net.

TECHNICAL/BACKSTAGE EVENT COORDINATION

- Please be respectful of neighbors during the show. The performance sound levels must be kept a reasonable level and are at the discretion of the Event Management staff. Failure to comply may result in termination of the event by the Event Management staff.
- Due to neighborhood ordinances, all events must end by 10:00pm and all patrons AND STAFF must be out of the building by 11:00pm.
- All technical requirements, (i.e. audio, visual, scenic materials, dressing room issues, and technical staff) are to be addressed when the Event Management Form is submitted. If the performer provides a technical rider, it must be submitted with the Event Management Form to ensure that the performer's needs are met.
- The audio, lighting, and video equipment in the event space is to be used only with the permission of the staff. If used, it must be returned in its original working order, otherwise the group is responsible for restitution. Similarly, the light boards and sound boards MUST be returned to the original presets or positions.
- Sound levels must be kept to a minimum during load in and load out as well.

- The Fenway Center is equipped with a basic wash of lights that illuminate the stage. Unless your reservation includes time dedicated for technical set up, positioning of the lights cannot be altered.
- It is the responsibility of the organization sponsoring the event to ensure that the Artist(s)/Performer(s) are in the Fenway Center no later than one hour prior to the published start time of the event. The Artist(s)/Performer(s) must be present in the space at that time to ensure that the space, audio, and other needs are appropriate for the performance.
- Any banners or signs must be delivered to the CSI Scheduling Desk at least two days in advance to ensure that they will be hung up in time for the event. All banners must be fire-rated and have up to date burn tags. All banners must also have either grommets holes or a sleeve that can accommodate a 2" diameter pole. All banners must be under 8' tall and below 12' wide (any banners exceeding that height and/or width require review by Event Management two weeks in advance of the event to see if they can be hung).
- No smoking, fire, or live flame is permitted in the venue. All scenic materials must be flame proofed. Exceptions can be made for religious ceremonies and for catering with the caveat that you must add this to your event management form when filling it out.
- Parking is no longer available for events at the Fenway Center. If parking is a necessity for your event, University departments must contact MasParc directly to make parking reservations (contact@masparc.com). All standard parking fees will apply.

CANCELLATIONS, NO SHOWS & POSTPONING EVENTS:

To cancel a reservation for this major event venue, a group must email cscreservations@northeastern.edu with more than two weeks' notice for such cancellations. ***If an event is cancelled in two weeks or less of the event date, the group will be charged full staffing charges. All cancellations must be in writing and submitted at least 15 days before the event to avoid charges.*** For example, if your event is on a Wednesday, we will need to be informed of a cancellation by noon, 15 days prior to your event (Tuesday @ 12pm). If your event happens on a weekend, please make sure all changes have been submitted by noon on the Friday before the weekend to avoid charges.

Any events where a group does not show up and there is no prior notification, the group will be charged for staffing and may not be able to book future reservations in Event Management venues. If the group is more than fifteen minutes late from the scheduled start time, the building will close and it will be regarded as a "NO SHOW". For each no-show, we will send the group an official warning letter. The 3rd "No Show" or late cancellation in an academic year will result in the withdrawal of reservation privileges. "No shows" for a space that involves a custom set up/staffing may result in a charge for the cost of the set up.

FRONT OF THE HOUSE EVENT COORDINATION

- All Front of House requirements (i.e. House Managers, Event Assistants, public safety concerns, receptions, etc.) are to be included in the Event Management Form (https://tinyurl.com/nuemform).
- In the case that the Director of Operations/Activities in conjunction with the Public Safety Division of Northeastern University decides that NUPD will be needed for the event, these costs will be charged directly to the group by NUPD unless the event is funded by the SGA Finance Board. If the event is funded by the SGA Finance Board, the cost is absorbed by the SGA Finance Board. Certain events may require more detail officers than others. This will be determined by the NUPD. Tickets for certain events will be limited to those with NU IDs. Staff reserves the right to use wristbands, or any other means determined to ensure proper crowd control.
- The use of the Fenway Center for book signings, meet and greets, or merchandise sales must be approved (and reserved) through CSI scheduling desk and approved by the Director of Operations. These additional areas are to be included in the crowd control decisions made by NUPD.
- If the performer wishes to sign autographs, the group hosting the event MUST include this information on the Event Management Form so that special arrangements can be made by the Event Management staff to accommodate the request prior to the date of the show. NUPD and Event Management staff reserve to right to not allow a meet and greet if they feel that this type of activity causes a flood of patrons to the stage and it does not meet Public Safety/Fire Safety standards for crowd control.
- Volunteer/student group Event Assistants must be approved by the Event Management staff and are only allowed as a supplement to the paid Event Assistants provided by the Fenway Center.
- City ordinance requires that all shows must end by 10:00pm and the Fenway Center must be completely vacated by 11:00pm.

OTHER VENUE POLICIES

Prohibited Items and Bag Check Procedures

In the interest of safety and security for our community, events scheduled to take place in the Fenway Center may be subject to security/bag checks for all attendees, especially if the event is open to the public. Each program will be vetted individually and the decision to implement security/bag checks at the door will be made in consultation with CSI, NUPD and Event Management. In the event bag checks are required, additional security costs will be incurred. Student organizations planning to host events in Fenway Center need to check with their CSI Program Manager in advance to determine if bag checks will be required, if so, the CSI Program Manager will contact NUPD directly. Departments are required to contact NUPD directly using their Event Notification/Special Detail Request Form, found here: https://nupd.northeastern.edu/our-services/police-detail/

As is consistent with other major venues on campus, the following items are prohibited from being brought into Fenway Center:

- Dangerous weapons*
- Alcoholic beverages
- Backpacks or bags larger than 12"x12" *(purses or baby bags of acceptable size may be allowed after being searched.)*
- Laser pointers
- Drones
- Artificial noise makers or bullhorns
- Helium balloons (if you plan to do air filled balloons or balloon arches please let us know ahead of time)
- Glitter, confetti and streamers
- Banners/signs (unless previously approved)
- Outside food or beverage

*__Dangerous Weapon__ means those items which are, by their nature, capable of causing serious injury or death, including but not limited to firearms, knives, stilettos, daggers, switch knives, double edge knives, ballistic knives, knives with a detachable blade capable of being propelled, metallic knuckles, black jacks, blow guns, sling shots, nunchaku, zoobow, kung fu sticks, throwing stars, leather armbands or other clothing that has metallic spikes, points, or studs, explosives, explosive agents of any kind, chemical sprays, mace, oleoresin capsicum (pepper spray), tear gas, or other dangerous weapons or articles. Any item, including innocent items, when used in a dangerous fashion such as an assault and battery, may be considered a dangerous weapon.

Event Analysis Meeting Policy:

It is highly recommended that groups hosting an event meet with their CSI Program Manager (if a student group) and a member of the Event Management team (424 CSC). At this meeting, they will review and update the student group as to any additional rules and restrictions, as well as review any contracts for any outside companies/external contractors as well as technical riders/specifications. To set up a meeting, or if you have any questions, feel free to email eventmanagement@neu.edu and we will assist you with your request.

Venue Access

Typically, the event space will be open and ready for your group when your reservations starts. Please make sure you arrange the time you need to access the venue with an Event Management representative more than two weeks prior to the event. In the Fenway Center, Event Management staff is required to always be present while a group is in the venue, regardless of whether A/V is being used or not. At no time may a group access these locations without our staff present, and any group found violating this policy could face potential disciplinary actions/loss of privileges to book future events. If catering needs access to the venue prior to an event, this must be included in your reservation time. Fenway Center is not staffed/open outside of event times.

"Off Limits" Policy:

There are restricted areas and items in the venue that can only be accessed by the Event Management staff. There areas are off limits to all groups using the space, as well as audience members and performers. These areas will be marked with appropriate signage. ***In the Fenway Center,*** these areas include: the entire basement (as well as the tech closet), the ticket booth, the choir loft, the Music Department's storage space (located behind the brown door in the back of the backstage area), and any other spaces marked off-limits. Additionally, no one is allowed to touch or move the Music Department's pianos, risers or orchestral shells, nor the podiums, altar or any of the technical equipment stored on site. All other equipment, including chairs, tables, pipe & drape, carts, music stands, etc. will need the approval and help of an Event Management staff member if the group would like it moved.

Drones

No drones are allowed inside the Fenway Center.

Meal Breaks (Massachusetts state law)
Employees working more than 6 hours get a 30 minute meal break. During their meal break, workers must be free of all duties and free to leave the workplace. Please plan a 30 minute meal break when scheduling long events/rehearsals. Otherwise, it will be at the discretion of the event staff. If you have any questions, ask our venue managers.

External AV Equipment
Out of respect for surrounding programming and offices, external AV equipment is not permitted in this space. Any audio, lighting, and video equipment in the Fenway Center must be supplied by and operated by Event Management staff or an authorized vendor with the explicit permission of the venue manager.

Snow and Weather Emergencies:
In the event of a weather emergency in which Northeastern is forced to close, please check with Event Management staff, as the event could potentially be cancelled.

Food and Drink Policy:
Events may have food and drink provided catered onsite through Northeastern Catering (or other approved vendors). Any event serving alcohol is required to use a vendor that has a liquor license on file with Northeastern University. Events serving alcohol will require Event Management Staffing to ensure alcohol does not leave the venue.
More information on Northeastern Catering can be found at: https://northeastern.catertrax.com/

Selling of Merchandise Policy:
No sales of any merchandise can be made unless it's authorized by CSI program manager (if a student group), the Event Management staff and Public Safety two weeks in advance of the event.

Painting Policy:
Absolutely no painting will be allowed in or on the event space property. This applies to regular paint, spray paint, powdered coloring dust or glitter. It could damage equipment, incur clean-up cost, or jeopardize your group's ability to reserve events in the future.

Storage Policy:
Space is limited in these venues and groups are not allowed to store anything in the event space unless it has been approved by the Director of Operations. To get approval, a written document must be submitted via email to eventoperations@neu.edu which details the sizes of the items (including set pieces or scaffolding), and exactly where they are suggested to be stored at least two weeks in advance. If items are allowed to be stored on the premises, they cannot obstruct anything that normally gets used in the event space, as well as fire exits or egresses. Also, please note weights of any set pieces; they must be moveable so as not to interfere with any other events the venue is hosting as it is a multipurpose space. Event Management staff reserves the right to refuse items stored on site.

Fire Safety Policy:
No smoking, fire, or live flame is permitted in the venue. Exceptions can be made for religious ceremonies and for catering with the caveat that you must add this to your event management form when filling it out. Any and all scenic materials must be flame proofed. Fire exits and egresses must be accessible at all times. This includes on both sides of the stage, in the audience, backstage and lobby. All areas and egresses must be cleared of at least 42" in width, in straight lines from the egresses to the exits. If cables need to cross these areas, they must be securely taped down. Failure to do so will result in an immediate shut down of the event.

Linens
Event Management does not provide linens for tables. Please reach out to the Campus Caterer

Decorating Policy
In order to keep this venue in ideal condition, the following guidelines have been established.
1. All set-up requests and decorations should be approved in advance with Event Management staff.
2. Any banners or signs must be delivered to the CSI Scheduling Desk at least two days in advance to ensure that they will be hung up in time for the event. All banners must be fire-rated and have up to date burn tags. All banners must also have either grommets holes or a sleeve that can accommodate a 2" diameter pole. All banners must be under 8' tall and below 12' wide (any banners exceeding that height and/or width require review by Event Management two weeks in advance of the event to see if they can be hung).

3. Please refrain from using any adhesive tape, pushpins, or other damaging materials on the walls. The use of adhesive material that may damage surfaces is prohibited (duct tape, tacks, nails, paint, etc.). If you require portable wipe boards, pipe and drape or easels, please include them in the Event Management Form.
4. Decorations may not obstruct doors, hallways, staircases or fire exits.
5. If using decorative string lights, they must be equipped with LED bulbs and be UL certified. Lights cannot be hung on any fire suppression device including pipes, electrical conduits, entrance/exit doors or walkways.
6. Please ensure that after your event, the venue is returned to its original condition. Please discard all trash in waste bins and flatten any cardboard boxes. If the venue is not returned to its original condition, the organization may be charged a fee and use of the Event Management venues may be restricted for future events by that group.
7. Any violation of this policy will result in an early termination of the meeting/event.

Cash Collection/Sale of Goods Policy

No sales of any merchandise can be made unless authorized by CSI program manager (if a student group), Event Management and Public Safety two weeks in advance of the event.

1. Student groups should reference the Student Organization Resource Guide for information on Cash Collection/Sale of Goods: https://csi.sites.northeastern.edu/fundraising/
2. Event Sponsors may sell items or collect cash donations in Blackman and the Curry Student Center/Afterhours without the need for an NUPD detail as long as the items are $20 or less.
3. Event Sponsors may sell items or collect cash in the Fenway Center without the need for an NUPD detail as long as the items are $20 or less however, the event sponsor should call The Northeastern University Police Department (NUPD) at 617-373-2121 when they are ready to depart/make the final deposit. NUPD will escort them out.
4. Sales or collections in excess of the $20 limit may be possible in the major event venues with the presence of an NUPD detail.
5. Cash collection or sales of any kind in conjunction with a large event must have an NUPD details, regardless of the cost per item.
6. The collection of funds online is only permitted using Cashnet (https://commerce.cashnet.com/SFCSA) however student organizations must have prior approval from the Center for Student Involvement. Please speak with your program manager.

Clean Up Policy:

Every group is expected to leave the venue clean and in good condition. That includes all areas such as the stage, stage wings or in main front of house area. It is the responsibility of the group to dispose of any of their trash and remove any of their belongings. A group who fails to clean up will be susceptible to extra staffing charges for cleaning services as well as potential disciplinary actions/loss of privileges to book future events.

PLEASE NOTE: any events on the weekend with food may be subject to an additional cleaning fee.

Post-Event Evacuation Procedure:

At the conclusion of your event, the organization hosting the event is expected to depart in a timely manner. There is a strict neighborhood curfew with the Fenway Center. All performances in the Fenway Center must end at 10pm, and all audience, performers, and group members are to be out of the building by 10:30pm. Groups must take load out times into account when scheduling a show's start and end time. Please discuss and confirm load out with event management staff before your event. Event Management assumes no responsibility for any items left in the venue after your event. Please be sure that you have collected all items.

Music Department Equipment Rental:

Any outside rental wanting to use gear (other than the grand pianos) is required to hire our equipment manager, who will arrive early, set up the gear, and put everything away at the end of the concert. The fee is $250, payable to the individual who does this for us. If that's acceptable, they may use these items or any other percussion we have on site.

EVENT MANAGEMENT STAFF:

SCHEDULING & OPERATIONS STAFF CONTACT INFORMATION
(These numbers are not to be published for ticket sales)

For general questions about event details please email the Event Operations staff at eventoperations@neu.edu and list the venue in the subject of the email.

For Scheduling issues (including cancellations), please email cscresrervations@neu.edu.

VENUE CONTACTS
Marie Siopy, Senior Technical Operations and Events Manager, Fenway Center
m.siopy@northeastern.edu

Katelyn Paddock, Associate Director of Operations
k.paddock@northeastern.edu

For general questions about event details please email Event Operations at eventoperations@neu.edu and list the venue or venue(s) in the subject of the email.
For Scheduling issues (including cancellations), please email Curry Student Center Scheduling at cscresrervations@neu.edu.

STAFF ASSOCIATED WITH EVENTS AT FENWAY CENTER

Venue/Event Manager (for large-scale and VIP events)
The Event Manager oversees the entire event. They serve as the point-person for any issues, and the intermediary between client, performers, house staff, tech staff, and security. Since we have the majority of large events on weekends, some large events will require a dedicated event manager to see that all aspects of the event run smoothly. This is typically either the Associate Director or the Technical Operations & Events Manager.

House Manager
This person is the primary contact for all aspects of the Front of the House, including training and supervising Event Assistants, and coordinating with the Media Services Technician and Event Manager to decide when the performance will begin. They will be available to move throughout the room and solve any problems that might arise, and supervise any and all performers, as well as Event Management staff. Additionally, they are responsible for enforcing all fire safety rules and regulations as well as working with detail officers to ensure the general safety of all patrons. If the House Manager feels that safety precautions are not being met or that the performers and/or hosting organization are not following instructions, they have the authority to shut down the event (in conjunction with the Event Manager and Security).

Event Assistant
Under the guidance of the House Manager, the Event Assistants are responsible for executing front of house tasks like checking tickets, handing out programs, and answering patrons' questions. Event Assistants are also responsible for varied tasks involved in keeping patrons safe and meeting the requirements set by the Fire Marshal as well as the NU Division of Public Safety. This includes keeping order at the entrances as well as inside the entire venue before, during, and after the show.

Media Services Technician
Media Services Technicians execute the technical/backstage elements of the production to ensure the program runs as smoothly as possible. MSTs work with the House Manager to get the event started, keep the show running on time and keep watch for safety violations. They must be available to move throughout the venue to solve any problems that might arise. Their roles may be divided as the following:

- **Light Board Operator:** While the Lighting Board Operator is not considered a lighting designer, they can advise groups on best looks and practices while operating the lighting console. This person will be at the tech booth for the entire event.
- **Audio Engineer:** An Audio Engineer will set up microphones and run the sound board, as well as run playback for music. This person will be at the tech booth for the entire event.
- **Video/QLab Engineer:** The video/QLab engineer will assist with projection, streaming, recording and cueing of video elements of the event. This person will be at the tech booth for the entire event.
- **Stage Manager:** A stagehand will assist the other technicians with various tasks such as moving microphones, tables or any other set pieces etc. during a performance or operating in their absence. This person is typically backstage throughout the event.

Fenway Center Event Costs

To be consistent going forward, Event Management will be charging a standard flat rate to cover staffing costs for events in Blackman Auditorium & Fenway Center. These costs are associated to running a typical 4 hour event (including setup and breakdown), and for longer events or rehearsals please note the additional charges. *In all of our venues, our staff will arrive 30-60 minutes before the client is scheduled to arrive, but that could increase depending on the complexity of the event. The Event Management staff reserves the right to require extra staffing per their analysis of the event as necessary, and additional charges could incur.* If you have any other questions or need a quote, please contact *Marie Siopy at* *m.siopy@northeastern.edu* .

Fenway Center Event Staffing Charges

The flat rate for the first four billable hours in Fenway Center is **$1100.** Each additional hour will cost **$275**. Event Management only bills for staffing, so billable hours begin when the Event Management staff arrives and ends when Event Management staff leaves. Our standard practice is for our staff to arrive 30-60min before the client for setup, and leaves 30-60min after for clean up/breakdown. Note: these times may be extended for more complex events at the discretion of the Event Management staff.

The charges include:

- House staff (House Managers, Event Assistants)
- Technical staff (Sound, Lighting, Video/QLab)
- Stage Manager

The charges do not include:

- Ticket Center staff costs
- Rent (for external organizations)
- Outside security company fees for bag checking (RSIG)
- NU Police detail fees
- Costs for security barricades or magnetometers

Staffing may vary at each individual event

Rehearsal Charges

If your event requires rehearsals with our technical staff only, the cost is **$120/hour. See OTHER POTENTIAL CHARGES for instances where this may change.**

All events in Fenway are administered by Event Management, who will provide and determine appropriate staffing. If a group wishes to provide their own Event Assistants/technical support, they must be approved by Event Management two weeks in advance and are only allowed as a supplement to the paid staff provided by Fenway Center

OTHER POTENTIAL CHARGES

- Extra Staffing: If your event has any of the following, it may require an extra staff member at $40/hr (4hr minimum). This is done at the discretion of the Senior Technical Operations & Events Manager or Associate Director of Event Operations.
    - Streaming or recording needs
    - Extensive lighting and audio cues or media (PowerPoints, videos, etc.)
    - Multiple band setups.
    - Extra stagehands to assist with the running of the show
- These charges do not include rent (for external organizations), outside security company fees for bag checking, or NU Police detail fees.
- Some events (like concerts) may require extra funds for security barricades, magnetometers, and outside security personnel. These costs are not included as well.
- Please consult your Event Management contact before your event if you have any concerns regarding charges.
- If changes are made to your event times within 2 weeks of your event, you will still be charged for the staffing of your original reservation times. Please check your reservations before this 2 week window and make sure they are correct.

2 Week Window for Event Time Changes

Changes to event times can be made up to 2 weeks of your event with no change to the fee. If time changes are made within 2 weeks of the event, then **you will still be charged for the staffing of your original reservation times.** Please check your

reservations before this 2 week window and make sure they are correct. Example: If your event is on a Wednesday, we will need to know any changes by noon two Wednesdays prior to your event. If your event happens on a weekend, please make sure all changes have been submitted by noon on the Friday before the weekend.

CANCELLATIONS

To cancel a reservation for this major event venue, a group must email cscreservations@neu.edu. Please provide at least two weeks' notice for such cancellations. ***If an event is cancelled within two weeks of its event date, the group will be charged full staffing charges. All cancellations must be in writing and submitted before 2 weeks from the event to not incur charges.*** If your event is on a Wednesday, we will need to know any changes by noon two Wednesdays prior to your event. If your event happens on a weekend, please make sure all changes have been submitted by noon on the Friday before the weekend to avoid charges.

This estimate is based on basic event setups and is subject to change. The Event Management staff reserves the right to require extra staffing per their analysis of the event as necessary, and additional charges could incur. **If you have questions or need a more detailed quote, please contact Marie Siopy at m.siopy@northeastern.edu or the Director of Operations, Jeremy Reger at j.reger@northeastern.edu . Thank you.**

INVOICES & FISCAL RECONCILIATION

Event Management automatically bills the client at the end of every month. The process works like this:

- Around the 15th of each month, Event Management produces an invoice containing the front of house and technical staffing costs for the event and e-mails it to the person who made the reservation as well as their budget administrator (if we have their contact).
- If the client notices any errors with the bill, disagrees with any charges or wants to change a budget number, they must notify email Event Management at eventmanagementbilling@neu.edu within 10 days (by the 25th). If there are no issues with the invoice, you do not have to take any more actions.
- At the end of the month, the charges are sent for automatic processing to the Accounting Department. After charges have been processed, you will have 90 days to dispute any errors.
- The NU Ticket Center provides all ticketing financial reports separately, if applicable.

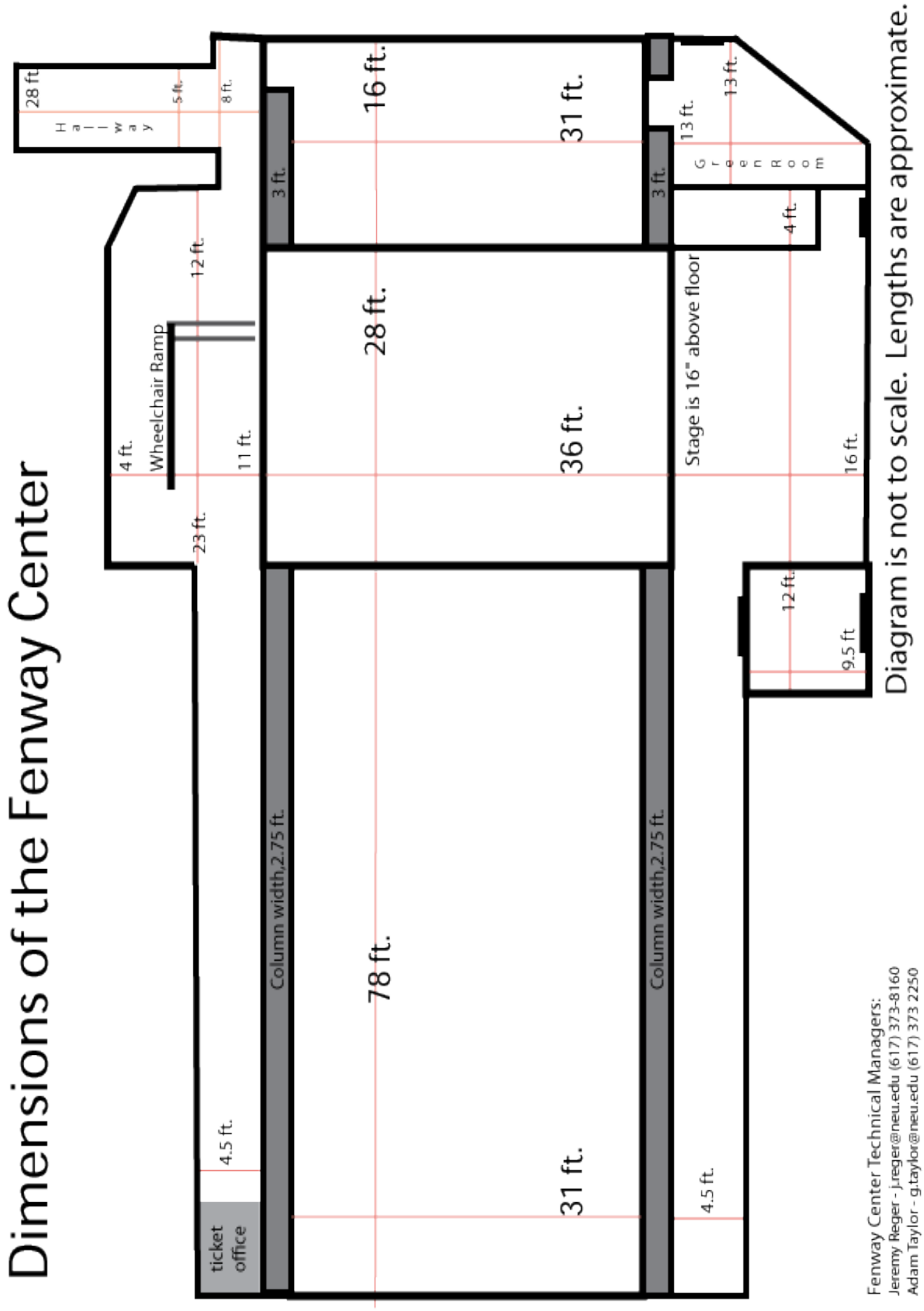
Dimensions of the lighting truss above the Fenway Center stage:

Height from stage floor: 29' 5"

Truss width left to right: 49'

Truss depth front to back: 28'

Truss height: 2' 1"



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