

WICOMICO YOUTH & CIVIC CENTER



2007 Promoter's Guide



Wicomico Youth & Civic Center
www.WicomicoCivicCenter.org
500 Glen Avenue
Salisbury, MD 21804
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Wicomico Youth and Civic Center
Promoters Guide
Updated August 2007

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Dear Promoter,

Thank you for considering Salisbury's Wicomico Youth and Civic Center as the host of your upcoming concert, trade show, convention or family show.

As the area's top entertainment venue, we are confident that you will find our location, services and amenities to be ideal. With one 30,000 square foot arena, one 10,000 square foot arena, ten meeting rooms, locker rooms, a promoter's lounge, free parking and plenty of space back stage, the Civic Center can easily accommodate everything from a music concert to Broadway play to national trade show.

You name it and we've hosted it – country concerts and rock shows, high school proms and college graduations, rodeos and monster truck rallies, craft shows and remodeling expos. Our experienced staff appreciates the uniqueness of every event. We look forward to working with you and your organization in order to make planning easy and the event itself a success.

The following Promoter's Guide outlines the Civic Center's key personnel, location, features and building specifications. It is our hope that you will find all of this information helpful in the months, weeks and days leading up to your event.

Please note that this guide is intended to provide basic information to prospective promoters and business partners. To confirm all matters related to event scheduling, production and operation, please contact Wicomico Civic Center Management.

Best regards,

Charles R. Rousseau
Manager

Contact Information

Wicomico Youth and Civic Center
500 Glen Avenue
Salisbury, Maryland 21804

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Office Fax: 410-548-0490
Box Office Phone: 410-548-4911
Website: www.WicomicoCivicCenter.org

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Phone: 410-548-4900 x 134

Alan Gravenor, Box Office Manager
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Bryan Furches, Operations Engineer
Phone: 410-548-4900

Milton Dale, Maintenance Foreman
Phone: 410-548-4900 x 122

Ed Russ, Concessions Manager
Phone: 410-548-4900 x 124

Mike Taylor, Stagehand Manager
Phone: 410-548-4900 x 161

Location

The Wicomico Youth and Civic Center is the centerpiece of the Eastern Shore's Wicomico County. Conveniently perched between Interstate 13 and Route 50, the arena is easily accessible from all directions and just two to three hours from several major metropolitan markets including Philadelphia, Baltimore, Washington DC and Norfolk. What's more, the Civic Center is located just 30 minutes from Maryland's number one tourist destination – Ocean City.

Visitors to the Civic Center travel from points within a 60 mile radius reaching to Cambridge, Easton, Pocomoke, Ocean City and Chincoteague in Maryland; Dover, Seaford and Harrington in Delaware; and the lower shore of Virginia.

FROM POINTS NORTH: From I-95 at Wilmington, DE, take Route 1 South. Continue south around Dover, DE and take the exit for U.S. Route 13 South to Salisbury. When entering Salisbury, take the by-pass marked U.S. Route 50 (stay in left lane). Exit the bypass for Route 50 West. Continue west on Rt. 50 to the stop light at Civic Avenue. (Burger King on left.) Turn left onto Civic Avenue and go straight to the end of the street at a stop sign. Venue is directly across the street. Travel time: approximately 2 1/2 hours from Wilmington, DE.

FROM POINTS SOUTH: Take U.S. Route 13 North from Virginia Beach. When entering Salisbury, take the Rt. 13 By-pass. Next take U.S. Route 50 west exit towards Salisbury. Continue west on Rt. 50 to the stop light at Civic Avenue. (Burger King on left.) Turn left onto Civic Avenue and follow to the end of the street at a stop sign. Venue is directly across the street. Travel time: approximately 2 hours from the Chesapeake Bay Bridge Tunnel.

FROM POINTS WEST: Baltimore/Washington D.C. area. Take U.S. Route 50 East from the Chesapeake Bay Bridge in Annapolis, MD. Continue east on U.S. Route 50; stay to the right at the Route 301/50 split. When entering Salisbury continue on Rt. 50 east (business route) and proceed through the downtown area. Turn right at stop light onto Civic Avenue (Burger King on your right) and follow to the end of the street at a stop sign. Venue is directly across the street. Travel time: approximately 1 1/2 hours from Chesapeake Bay Bridge.

FROM POINTS EAST: Traveling west on U.S. Route 50 from the Ocean City, Maryland area, turn left at stop light onto Civic Avenue (Burger King on the left) and follow to the end of the street at a stop sign. Venue is directly across the street. Travel time: Approximately 30 minutes from Ocean City, MD.

History

Originally erected in 1950 as a war memorial, the Wicomico Youth and Civic Center was rebuilt in 1980 after being ravaged by fire. Today, the Civic Center boasts one 5,600 seat arena and ten customizable meeting rooms all bearing names of battles fought by the United States – Normandy, Midway, Flanders and Danang.

In continued support of the country's armed serviceman, a war memorial stands in front of the building and features bronze name plaques and flags representing each branch of the service. In addition, a Memory Tree adorns the wall of the front entranceway bearing names of America's past and present heroes.

Over the years the Civic Center has seen it all from world championship tennis to the International Poodle Club of America's National Specialty Show and Broadway productions to sold-out country concerts.

Parking

Ample free parking is available in the front and back of the Civic Center as well as in the adjacent lot across Glen Avenue. The rear lot, which measures 250' X 250', is suitable for tour buses and loading trailers.

Past Events

The Wicomico Youth and Civic Center's Normandy Arena has afforded artists of all kinds the opportunity to perform before an enthusiastic crowd on Maryland's Eastern Shore. Below is a list of some of the Civic Center's marquee ticketed events:

Concerts

Brad Paisley and Sara Evans
George Jones
Michael W. Smith
Alison Krauss & Union Station
ZZ TOP
Gretchen Wilson with James Otto
LeAnn Rimes and Phil Vassar
Journey
The Beach Boys
Trace Adkins with Craig Morgan
Casting Crowns with Nicole Nordeman and Tony Nolan
Kirk Franklin and Mary Mary
Dierks Bentley with Miranda Lambert
Merle Haggard
Carrie Underwood



Family Shows

Sesame Street
Disney on Ice
Ringling Brothers Barnum and Bailey Circus
Lonestar Rodeo
Monster Truck Winternationals
Harlem Globetrotters
Cats

Miscellaneous

Bill Cosby
Larry the Cable Guy
Ron White
Tim Conway & Harvey Korman
Friends of the Bob & Tom Show
Bill Engvall
Jeff Foxworthy
Ron White



Sporting Events

Middle Atlantic Wrestling Association's Regionals
Middle Atlantic Wrestling Association's National Wrestling Tournament
National High School Coaches Association's (NHSCA) National Duals Tournament
Annual Salisbury Lion's Club Holiday Basketball Classic
Cheer Tech, Spirit Cheer, Henlopen and Bayside Pop Warner Cheerleading Competitions
Poodle Club of America's National Breed Show

Trade Shows

Quota Club Christmas Craft Show
Delmarva Home and Remodeling Expo
Salisbury Optimist Club's Annual Home, Garden and Family and Craft Show
AMSA's Sportsfisherman Show

Area Hotels

America's Best Value Inn 2625 N. Salisbury Blvd. Salisbury, MD 21801 410-742-7194 or 888-315-BEST Amenities: Lounge, Cocktail Lounge, Swimming Pool, Restaurant	123 Units
Best Western Salisbury Plaza 1735 N. Salisbury Blvd. Salisbury, MD 21801 410-546-1300 or 800-636-7554 Amenities: Swimming Pool, Fitness Room, Pets Allowed, Continental Breakfast, Meeting Room	102 Units
Budget Inn 1804 N. Salisbury Blvd. Salisbury, MD 21801 410-546-2238	30 Units
Chesapeake Inn 712 N. Salisbury Blvd. Salisbury, MD 21801 410-219-3399 Amenities: Jacuzzi Rooms	80 Units
Comfort Inn 2701 N. Salisbury Blvd. Salisbury, MD 21801 410-543-4666 or 800-228-5150 Amenities: Restaurant, Continental Breakfast, Pets Allowed, Jacuzzi, Business Center, Wireless Internet	96 Units
Country Inn and Suites 1804 Sweet Bay Drive Salisbury, MD 21804 410-742-2688 or 800-456-4000 Amenities: 100% Smoke Free Hotel, Indoor Heated Pool & Whirlpool, Free Hot Breakfast	77 Units
Courtyard by Marriott 128 Troopers Way Salisbury, MD 21804 410-742-4405 Amenities: Meeting Room, Free On-Site Parking, High Speed Internet Access, Fitness Center	106 Units
Days Inn of Salisbury 2525 N. Salisbury Blvd. Salisbury, MD 21801 410-749-6200 or 800-329-7466 Amenities: Swimming Pool, Jacuzzi, Pets Allowed, Continental Breakfast	99 Units
Delmarva Inn 9544 Ocean Highway Delmar, MD 21875 410-896-3434 or 800-288-5065 Amenities: Swimming Pool, Restaurant	51 Units
Economy Inn 1500 N. Salisbury Blvd. Salisbury, MD 21801 410-749-3178	34 Units

Hampton Inn 121 East Naylor Mill Road Salisbury, MD 21801 410-344-3080	150 Units
Holiday Inn Express Hotel & Suites 30232 Lighthouse Square Drive Delmar, MD 21875 410-749-3131 Amenities: Pool, Meeting Room, Fitness Room, Continental Breakfast	79 Units
Microtel Inn & Suites 3050 Merritt Mill Road Salisbury, MD 21804 410-742-2626 or 800-771-7171 Amenities: Free Local & Long Distance; High-Speed Internet; Airport Shuttle; Belgium Waffle Breakfast, Laundry	59 Units
Ramada Inn & Conference Center 300 S. Salisbury Blvd. Salisbury, MD 21801 410-546-4400 or 888-800-7617 Amenities: Restaurant, Lounge, Indoor Pool, Fitness Room, Meeting Rooms, Business Center, Free Hot Breakfast	157 Units
Residence Inn by Marriott 140 Centre Road Salisbury, MD 21801 410-543-0033 or 800-331-3131 Amenities: Outdoor Pool, Suites, Jacuzzi, Pets Allowed, Business Center, Complimentary Hot Breakfast	84 Units
Serene Acres Bed & Breakfast 206-14 Nanticoke Rd. Nanticoke, MD 21840 410-873-2593	
Sleep Inn 406 Punkin Court Salisbury, MD 21804 410-572-5516 or 800-627-5337 Amenities: Swimming Pool, Restaurant, Meeting Room, Fitness Center, Jacuzzi, Continental Breakfast	78 Units
Super 8 Motel 2615 N. Salisbury Blvd. Salisbury MD, 21801 410-749-5131 or 800-800-8000	40 Units
Temple Hill 1510 S. Salisbury Blvd. Salisbury, MD 21801 410-742-3284 or 800-272-7829 Amenities: Pool, Continental Breakfast	63 Units
Thrift Travel Inn 603 N. Salisbury Blvd. Salisbury, MD 21801 410-742-5135 or 800-457-3341	40 Units
Whitehaven Hotel 2685 Whitehaven Road Whitehaven, MD 21856 410-873-2000 or 877-809-2000	

Capacities

All ticketed shows must utilize reserved seating unless general admission or open floor seating is previously approved by management.

Normandy:

Banquet – 2500
Theater – 1600
Concerts – 5000-6900
Center Ring – 6747
Open Floor – 4054
Basketball – 5130
Portable Ice Floor – 4157
Booths (10x10) 180 booths

Midway:

Theatre – 900
Banquet – 600
Banquet with dance floor – 500
Classroom – 600.

Flanders:

	Banquet	Theater	Classroom
All Rooms	300 seats	430 seats	220 seats
Room 1-6	40 seat each	60 seats each	30 seats each
Room 7	50 seats	70 seats	40 seats

Danang:

	Banquet	Theater	Classroom
All Rooms	150 seats	240 seats	150 seats
Room 1	60 seat each	80 seats each	50 seats each
Room 2	60 seats	80 seats	50 seats
Room 3	70 seats	90 seats	60 seats



Rental Fees

Normandy Arena:

Commercial Rate: \$3145 or 10% of gross, whichever is greater

Non-Profit/Resident Rate: \$3145 or 10% of gross, whichever is greater

Midway Rooms:

Commercial Rate: \$895 or 10% of gross, whichever is greater

Non-Profit/Resident Rate: \$710 or 10% of gross, whichever is greater

Flanders Rooms:

Commercial Rate:

If you rent 1 room: \$130.00 TOTAL

If you rent 2 rooms: \$190.00 TOTAL

If you rent 3 rooms: \$255.00 TOTAL

If you rent 4 rooms: \$335.00 TOTAL

If you rent 5 rooms: \$395.00 TOTAL

If you rent 6 rooms: \$460.00 TOTAL

If you rent 7 rooms: \$535.00 TOTAL

Non-Profit/Resident Rate:

If you rent 1 room: \$105.00 TOTAL

If you rent 2 rooms: \$150.00 TOTAL

If you rent 3 rooms: \$200.00 TOTAL

If you rent 4 rooms: \$250.00 TOTAL

If you rent 5 rooms: \$305.00 TOTAL

If you rent 6 rooms: \$350.00 TOTAL

If you rent 7 rooms: \$405.00 TOTAL

Danang Rooms

Commercial Rate:

If you rent 1 room: \$130.00 TOTAL

If you rent 2 rooms: \$190.00 TOTAL

If you rent 3 rooms: \$255.00 TOTAL

Non-Profit/Resident Rate:

If you rent 1 room: \$105.00 TOTAL

If you rent 2 rooms: \$150.00 TOTAL

If you rent 3 rooms: \$200.00 TOTAL

IMPORTANT:

Combined Facility Use: Add applicable rates. No additional discount

Pricing: Schedule of costs will be adjusted annually per the consumer price index.

Non-Profit/Resident Status: Non-Profit/Resident Status will apply to individuals, civic clubs, and organizations residing or based in Wicomico County.

If WYCC catered food and beverage service exceeds the room rental rate by three times, the following discounts shall apply: DaNang and Flanders will receive a 50% discount, the Midway Room will receive a 40% discount, and the Normandy Arena will receive a 20% discount. Discounts will be applied to the final invoice.

A 10% capital improvement fee will be assessed to the total rent amount.

Updated 8.15.07

Exhibition Services

EQUIPMENT

Box Office Service Fee	3 ½ % of Gross
Bank Charge Cards	3 ½ % of amount charged
Stage - Sico	\$150 (Half Stage) \$250 (Full Stage)
Forklift	\$125 (per day) or \$35/hr
Risers (4' x 8')	\$20 each
Spotlights (xenon supers)	\$125
Piano 9' Grand	Grand: \$100 plus tuning Upright: \$35 plus tuning
Phone	\$125 (no deposit) Local only
Special Events Electrical Panel	\$300 (per show)
Power Distribution Panel	\$175 (each)
Individual Electrical Outlets	\$30 (each)
Round Tables or Rectangle Tables	\$0.75 (each)
Chairs	\$0.25 (each)
Table Covers (linen)	\$5 (per table)
Table Covers (paper)	\$5 (per table)
Roll Tickets	\$20 (a roll)
Wristbands	\$100 (quantity of 500)
Booth	\$50 all sizes incl. electric
Camping	With Electric: \$75 Without Electric: \$50
Drapery	\$500 (Arena) \$250 (Midway) \$125 (Flanders & DaNang)
Per Foot:	\$1.50
Portable Box Office	\$250
Portable Dance Floor Rental (15' x15')	\$225
Portable Dance Floor Rental (18' x 24')	\$400

PERSONNEL

Event Coordinator	\$19.50 per hour
Event Staff	\$13.25 per hour
In-house advertising agency	15% of gross advertising dollars
Ticket Takers, Ticket Seller	\$13.25 per hour
Ushers	\$375 per show, com. crew
Stage Manager	\$22.00 per hour
Electrician	\$22.00 per hour
Stagehands, Loaders, Spotlight Operator	\$13.25 per hour
Forklift Operator	\$13.25 per hour
First Aid Attendants, Firemen	\$22.00 per hour
Pyrotechnician	\$275 per show
Sheriff Deputy	\$40 per hour
Riggers	\$40 per hour
Piano Tuner	\$140 per instrument
Maintenance Labor	\$20.00 per hour
Maintenance Labor (before 7 AM)	\$26.00 per hour

5% MARYLAND SALES TAX WILL BE ADDED TO EQUIPMENT

Accessibility

The Wicomico Youth and Civic Center strives to accommodate all disabled patrons. Guests are asked to contact the box office in order to purchase reserved Accessible seating. If special accommodations are necessary for performers or other event staff, please inform Civic Center management.

Admissions Tax

A 6% admission tax must be paid to the State of Maryland on ticketed events. This tax is included in the ticket price. The Civic Center Ticket Office will deduct this tax from your gross sales and handle payment to the State for you.

Alcoholic Beverages

The entire Wicomico Youth and Civic Center, including all parking areas, shall at all times be under the charge and control of Wicomico County. The Lessee agrees that no alcoholic beverages of any kind whatsoever shall be sold on any portion of the property.

Cameras/Recording

Video and audio recording devices are prohibited within the Wicomico Civic Center for all public events. Patrons are permitted to take still photography from their seats. However, if this policy is in conflict with that of show please detail the appropriate photo/video policy in the contract. The photo/video policy of the show always overrides the Civic Center's policies. Signs will be posted on the doors to alert patrons.

Catering

Catering within the Wicomico Youth and Civic Center facilities must be provided by our own catering service. Encore Catering will prepare all meals as arranged through the event coordinator. In addition, Encore will handle all backstage requests per riders.

Concessions

Concession rights shall remain the exclusive property of the Wicomico Youth and Civic Center. Scheduling of operational hours and conditions for operation will be at the discretion of the Civic Center Management. Under no circumstances will the Lessee benefit from the profits of the operation.

Contracts

The Wicomico Youth and Civic Center will issue a contract only upon request when the Management has received assurance that you do have the act contracted for the date being held. The Center reserves the right to free the date for which the contract was issued if the signed contract and deposit are not returned within a reasonable period of time, as specified in the contract. To protect yourself, you should sign and return the contract and required deposit immediately upon receipt.

Curfew

A curfew of 12:00 AM (Midnight) is in effect for the building.

Deposit

A deposit is required with the signed contract to make the contract binding. Type of payment acceptable (cash, bank money order, cashier's check, wire transfer) shall be determined by the Civic Center.

The Civic Center Management may require deposit amount to be equal to the minimum guaranteed rent plus anticipated staffing costs.

The balance of expenses shall be paid in full prior to the opening of the event. In the event of failure to pay the balance of the fees at the aforesaid time, the Management will deduct these costs from the money held in escrow from ticket sales.

In the event it is necessary to cancel a certain date, if the Civic Center Management is notified in writing within the stipulated period of time (as per contract), Wicomico County shall retain the deposit paid upon execution of the contract and the lessee and the County shall be relieved of any further obligation under the agreement.

For certain events, a performance bond may be required for reasons specified by the Management of the Wicomico Youth and Civic Center at the time of contract negotiations. When this requirement exists, payment (amount also to be determined by building management) will be required at the time of contract signing.

All checks or other means of payment are payable to Wicomico County.

Dressing Rooms

There are four dressing rooms located in the backstage area of the Normandy Arena. In addition, one lounge/office area is available for star or promoter use. All areas are air conditioned and include electrical outlets, bathroom and shower facilities. Keys are available for each room.

Electricity

Two 600 amps and two 225 amps are available and are located 50' to 55' from the stage. Power sources are situated center back stage.

Fire Code Regulations

The Wicomico County Fire Code Authority and the Wicomico Youth and Civic Center want you to have a safe and successful event. A detailed document with fire regulations for the building is available upon request. Please take the time to request and review this information, as compliance is a requirement. Should you have any specific questions, please feel free to contact your Event Coordinator.

Fuel Operated Vehicles

In order to display any fuel operated vehicles inside the confines of the Wicomico Civic Center, the following requirements must be met:

- Fuel tank must contain no more gas than necessary to enter and exit the building
- Battery cables must be disconnected
- Vehicles must not impede, obstruct or hinder ingress or egress

Holds

Management will tentatively hold a date upon request only when the name of the proposed act is provided. Normally, a tentative date will be held for a maximum of one (1) week without reconfirmation. Those desiring dates to be held more than one (1) week must contact the Management prior to 5:00 P.M. on the deadline date and the Management, at their discretion, will then act on the request for extension. Should the center receive a firm offer from another promoter for your tentatively held date, you will be given 24 hours to either confirm or release the date you are holding. Assurance that you do have the act contracted may be requested. (See protection policy).

Insurance

Lessees of the Wicomico Youth and Civic Center facilities, for all events, will be required to carry insurance as specified below and will provide information to the Civic Center concerning that insurance as specified. The Lessee will indemnify, save and hold harmless the Lessor from all actions or proceedings to recover damages for injuries to persons or property arising from the Lessee's occupancy of the leased premises or the Lessee's activities therein.

No less than seven (7) days prior to the event, the Lessee must deliver to the Civic Center Management a policy of comprehensive public liability insurance for bodily injury in the minimum amount of \$300,000 for each occurrence, and property damage insurance in a minimum amount of \$100,000 covering the event scheduled. The policy must be executed by a company licensed to do business in the State of Maryland.

Intermission

It is understood that all programs lasting one hour and thirty minutes or more, with the exception of religious services or commencement exercises, shall have an intermission of not less than twenty minutes.

Lighting

Four movable super trouser spotlights are available. Contact the Civic Center regarding the pricing of and reservation of the spotlights.

Load-in

Load-in trailers can back up to the stage through a rollup door located on the northeast corner of the building. Loading clearance is 15' X 15'.

Merchandise Services

The lessee or designated representative must receive permission from the Management before the sale of any items whatsoever within the Wicomico Civic Center. The sale of food and beverage products is prohibited. Vendors will be required to pay the Civic Center a percentage of the gross receipts for any such sales that are permitted.

Production Office

If not used as a dressing room, a production office is available in the backstage corridor. The carpeted and air conditioned space is equipped with wireless internet access, three phone lines and bathroom facilities.

Protection Period

A two (2) week protection period is afforded to promoters of similar events dependent upon potentially the same audience. This two week period will apply before and after the confirmed date. Exceptions will be made only with the approval of the Civic Center Management and the promoters for each event involved.

Other presentations of the event

In consideration of the grant by the County to a promoter of the license to present an event in the Wicomico Youth and Civic Center, the Lessee agrees that it will not, during the period commencing eight weeks prior and eight weeks following the presentation of the event at the Wicomico Youth and Civic Center, make a live presentation of the event or a substantially similar production, at or from any location within a 100 mile radius of the Wicomico Youth and Civic Center.

Pyrotechnics

Events planning to use pyrotechnics are required to follow strict guidelines set forth by the State of Maryland and the Wicomico County Fire Department.

A licensed Maryland State Pyrotechnics Shooter is required to work pyrotechnic shows by the state or county fire inspectors office.

A demonstration of effects to be used will be required the day of the show.

Rigging

Clearance height from floor to ceiling is 44'.

Settlement

At the conclusion of the event, the licensee is responsible for settling all outstanding facility expenses. A final box office will be provide will be submitted upon the closing of the box office on the final night of the performance. Any questions regarding the settlement procedure should be directed to the Civic Center Manager.

Smoking

The Wicomico Civic Center is a no smoking facility. This policy is strictly enforced in all areas of the building.

Staging

The Civic Center owns a SICO 6' X 8' and 4' X 6' stage. The standard stage size for the Normandy Arena is 40' X 5' X 40'. The sound wings stage measures 12' X 5' X 12' and the maximum that can be provided is 16' X 6' X 24'.

Telecommunications

Telephone lines are provided in the promoter's office located in the back stage area. Additional phone lines can be added to other areas in the building upon request. See exhibition services sheet for fee details.

In-house Services

Advertising Agency

The Wicomico Youth and Civic Center's full service, in-house advertising and public relations agency can help make your event a success in many ways!

- Develop media strategies
- Place media buys
- Write and distribute press releases
- Develop promotion/publicity ideas
- Schedule and coordinate publicity opportunities
- Garner valuable news coverage
- Develop sponsorship opportunities
- Recruit Sponsors
- Processing of advertising invoices

By using the Wicomico Youth and Civic Center as your advertising agency, you receive our non-profit discount on applicable newspaper, radio and television media buys, allowing you to spread your advertising budget even further!

Most importantly, the Civic Center's advertising agency has a complete understanding of the venue's reach, market demographics and its media outlets. The agency will help you make wise decisions regarding your advertising campaign. We have the contacts to make ad placement and news coverage easy!

Once a contract is signed, the Civic Center will list your event on our outdoor and indoor marquees, the website and the schedule of events.

If the promoter opts to use the Civic Center's in-house advertising agency, he/she must agree to pay the Civic Center 15% of the gross advertising dollars in return for the above services.

Should the promoter decide to do his/her own advertising, he/she will be solely responsible for promoting the event on radio and television, with display ads in the paper, by posters and other means which you deem appropriate. Under no circumstances will the Civic Center guarantee payment for your media buys. Any visual material containing references to the Wicomico Youth and Civic Center shall first be approved by Civic Center management.

All events booked at the Wicomico Civic Center will be listed on the indoor and outdoor marquees as well as the calendar of events and website. Event information will be posted only once contracts are signed. The timing of the event and other building events will affect the length of time event information is included on the indoor and outdoor marquees.

Box Office and Ticket Services

The Wicomico Youth and Civic Center handles the sale of all tickets through the Civic Center Ticket Office – open Monday through Friday 8 AM – 5 PM – and remote ticket outlets around the area. Online purchased are made through an arrangement with tix.com. When our contractual agreement stipulates rental fees based on ticket sales, all tickets must be ordered by and shipped directly to the Civic Center box office and must be accompanied by a certified manifest. When Lessees are renting the Civic Center facilities on a flat rental basis, but tickets are still being used for admission purposes, tickets must still be ordered through the Civic Center box office. All printing costs are the responsibility of the Lessee.

For our ticket selling service, you will be charged a 3 1/2% fee; that is three and one-half percent of the gross sales after taxes. This service charge covers the costs of the ticket sellers and ticket office administrative costs.

At least three (3) weeks before Lessee desires the sale or distribution of tickets, it shall deliver to the Wicomico Youth and Civic Center office all information required for such tickets and admissions for the event. For most events, mail orders are handled by the Civic Center Box Office for customer convenience, if time permits. Master Card and Visa Credit Cards are accepted by the Civic Center Box Office. The bank charge of 3 1/2% of the amount charged will be passed on to the Lessee and be listed as an expense at the time of settlement. In some instances, checks are accepted.

Encore Catering

The Wicomico Youth and Civic Center's in-house catering service operates from a fully modernized on-site catering kitchen. Experienced Executive Chef Larry Hardesty and Sous Chef Kim Robinson are fully capable of catering pre-show meals for performers, show personnel and stagehands. Boasting a penchant for service and a flare for Eastern Shore cuisine, Encore Catering will be sure to satisfy everyone's taste buds. In addition to handling all pre-arranged meals, Encore will be responsible for fulfilling all rider requests. Please note that no outside food or beverages are allowed within the Civic Center at any time.

Program Services Personnel

The Wicomico Youth and Civic Center has an in-house Program Services Department including event staff, ushers, event supervisors, ticket takers, first aid personnel, etc. In most cases, lessees are required to have certain program services personnel assigned to their event for service functions; the required number is to be determined by the Civic Center Management. These requirements will be coordinated in advance between the Lessee and Management, at which time a price quotation for these services shall be made available. Rates for service or for any additional equipment requested shall be charged at the current Youth and Civic Center approved rates. Event personnel normally report one-half hour before the doors are opened, except as noted.

For small events, costs for the above requirements are normally negligible; for large events the charges for these services may become very significant to your overall costs. In all cases, the Lessee will be responsible for these costs and Civic Center Management will make every attempt to limit these requirements to only those services necessary for the comfort and safety of those attending the event.

Applicable rates can be found on the exhibition services sheet.

Stage Hands

The Wicomico Youth and Civic Center is a non-union stagehand venue. Professional stagehand services are available through the venue at the applicable published hourly rates.