

**STAGE 3 — TUESDAYS AND FRIDAYS AT LIMITED CAPACITY**

September 25 – October 18

OPERA America's National Opera Center is accepting applications for reservations for recordings, private practice, private lessons, and auditions occurring September 25 to October 18 on Tuesdays and Fridays between 10:00 a.m. and 6:00 p.m. Clients may submit requests via email to [Reservations@operaamerica.org](mailto:Reservations@operaamerica.org). Approval will be subject to ensuring the Opera Center remains below 25% capacity and that there is limited overlap among clients. Due to the impact and concerns surrounding COVID-19, these policies will be in place:

**OPERATING PROCEDURES FOR STAGE 3****1. BOOKING/RESERVATIONS:**

- a) Clients may submit requests via email to [Reservations@operaamerica.org](mailto:Reservations@operaamerica.org).
- b) All bookings must occur between 10:00 a.m. and 6:00 p.m. on Tuesdays and Fridays from September 25 to October 18.
- c) For private practice and private lessons, capacity restrictions in all spaces must be observed.
- d) For recording sessions, no more than 6 artists can be involved at any given time, including accompanists.
- e) For auditions, no more than 6 guests can be in the hall at any given time, including accompanists and panelists. Auditions can be made by appointment only, and the client must provide an audition monitor to assist with check-in.
- f) If approved, a contract will be emailed to the client; upon receiving a returned signed copy, the booking will be confirmed.
- g) Payment is due in full on the day of the booking prior to the start of the session.
- h) Due to reduced capacity, Marc A. Scorca Hall, Charles MacKay Studio, and Rehearsal Hall will be offered at a 50% discount. This discount does not apply to audition contracts or contracts that require tech support.
- i) During this period, recording packages in Marc A. Scorca Hall have the following reduced rates:

<b>MEMBERS:</b>	<b>ONE-HOUR SESSION</b>	<b>EACH ADDITIONAL HOUR</b>
<b>Single-Camera</b>	<b>\$225</b>	<b>\$100</b>
<b>Multi-Camera</b>	<b>\$275</b>	<b>\$100</b>

  

<b>NON-MEMBERS:</b>	<b>ONE-HOUR SESSION</b>	<b>EACH ADDITIONAL HOUR</b>
<b>Single-Camera</b>	<b>\$275</b>	<b>\$125</b>
<b>Multi-Camera</b>	<b>\$325</b>	<b>\$125</b>

**\*\*Note that this pricing is temporary as part of a special offer.**

**2. GUEST ARRIVALS:**

- a) Entry to the facility is to be by appointment only. Reservations must be made in advance; no walk-ups allowed. Guests who do not wish to use the elevators may choose to take the stairs to the 7<sup>th</sup> floor.
- b) All visitors are required to complete a form prior to their arrival stating both that they do not exhibit any COVID-19-related symptoms and agreeing that they are entering the facility at their own risk. Temperature checks will be required upon entry to the Opera Center. Anyone exhibiting a temperature higher than 100.4 degrees will not be granted access.
- c) Visitors may not arrive more than 15 minutes prior to their scheduled session time.
- d) Artists may not bring additional guests. Artists under the age of 18 may be accompanied by one parent or guardian.

**3. CAPACITY/EVENTS:**

- a) Capacities have been reduced in all spaces, as follows:
  - I. Economy studios will be limited to 1 occupant.
  - II. Standard studios will be limited to 2 occupants.
  - III. Premium studios will be limited to 3 occupants.
  - IV. Charles MacKay Studio, Rehearsal Hall, and Marc A. Scorca Hall will be limited to 6 occupants at any given time.
  - V. Conference rooms will remain closed.
- b) No public events are allowed until further notice; the maximum capacity for any visiting group, with prior approval, is 6 people.
- c) Contracts in Marc A. Scorca Hall include the Green Room. Only 2 artists will be allowed in the Green Room at a time. Additional space must be reserved to accommodate parties larger than 2.

**4. PPE/SOCIAL DISTANCING:**

- a) The use of face masks is required for all guests outside of all halls or studios, at all times. Staff are required to wear masks and/or face guards at all times.
- b) Additional disinfectant wipes, masks, and gloves will be made available to guests at the front desk. Hand sanitizing stations will be doubled.
- c) There will be plastic barriers at the front desk and a credit card swiper outside of the front desk barrier to eliminate the need for close contact between staff and clients.
- d) There will be 6-foot floor markings clearly laying out distancing requirements that visitors must observe.
- e) Common areas will be reconfigured to allow for social distancing. Guests will only be allowed to sit in these common areas, alone, if they are waiting for a session to begin or are accompanying a child. Guests are subject to being asked to leave by staff if they are perceived to be loitering.
- f) The artists' canteen, as well as its water fountain and vending machines, will be closed.
- g) Bathrooms will be limited to single occupancy.

**5. CLEANING/SANITIZING:**

- a) A designated cleaning person, trained in COVID-19 cleaning protocols, will be on-site after every booking to sanitize the space. Additional cleaning during booking blocks is available upon request, subject to approval, with at least one week's notice, at an additional fee.
- b) Cleaning staff will thoroughly clean all surfaces, door handles, piano keys, music stands, etc., after each booking block. A disinfecting aerosol will be sprayed.

**6. HVAC/AIRFLOW:**

- a) An assessment of the filter system by an HVAC contractor has been done to ensure the Opera Center is using the best possible filtration system that the system can allow. The current HVAC system is functioning at its manufactured capacity regarding airflow and filtration. The highest-level density filters that can be used in this system without increased likelihood of failure are MERV 10, which is the current level of filtration used on all Opera Center HVAC conditioning units.
- b) HVAC filter servicing during the remainder of 2020 will be doubled.
- c) The HVAC schedule will be adjusted to provide as much outside air as the system will allow. Airspeed will be set to the highest level of movement possible.
- d) All doors will remain open when spaces are not in use in order to maximize ventilation. All lobby windows will be open, weather permitting, in order to maximize ventilation.

**7. CONTACT TRACING/POLICY ENFORCEMENT:**

- a) Signage will be placed on the inside and outside of every door, as well as in the lobbies and hallways, reminding guests of guidelines.
- b) A daily log of all guests and staff, along with their corresponding waivers, entry forms, contact information, and temperature readings, will be kept on file. This will be shared with city contact tracers should the Opera Center receive notification of possible infection.
- c) Guests who do not comply with any of the Opera Center's operating procedures will be notified in writing. Should a second transgression occur, they are subject to being denied future entry to the facility.

**8. CANCELLATION POLICY:**

- a) During this period, clients must provide at least 72 hours' notice for any cancellations without penalty. Additionally, there is the option to reschedule to another date, pending availability and approval, with at least 24 hours' notice from the client. Less than 24 hours' notice will subject the client to the full contract payment.