

Standards of Service

The center has an obligation to schedule events in a manner consistent with high professional standards and in the best interests of clients, patrons and the facility. The following guidelines are intended to assist in this process.

1. Program Content

The subject matter and the manner in which it is presented, during events at the center, should conform to commonly accepted community standards within the legal framework provided by the courts and the U.S. Constitution.

The center will, where possible and appropriate, research events and artists to determine whether the artistic content of an event is consistent with the standards.

There may be instances where the artistic content is consistent with the center's standards of service, but where a warning to ticket buyers is appropriate. The center will work with sponsors and promoters to place appropriate warnings in advertisements for such an event.

2. Market Saturation and Dominance

The center shall strive for a reasonably diverse program in terms of clients, genre, style and market. The center shall schedule event dates such that a "new" event will not excessively "poach" audience from a previously scheduled event(s). This could be due to too many similar events over a short period of time, or due to the prospect of media dominance on the part of a big event, which might attract audience away from a smaller event directed at the same market.

The center has an obligation to maximize use of its facilities and to make sure that event planners have realistic artistic and financial expectations. Events with a realistically anticipated audience of 500 or more paying patrons, or with a confirmed history of attracting 500 or more such patrons, will receive priority in scheduling over events with a smaller potential audience.

3. Audience

Audience members are expected to follow center policies and to conduct themselves in a manner which does not interfere with the right of others to enjoy the event and which does not threaten the condition of the facility. To the best of its ability, the center has an obligation to prevent, or cause to cease, such patron behavior.

4. Event Sponsors

Sponsors of events at the center must have a positive legal, financial and ethical reputation. The center enjoys the right to terminate its affiliation with any client engaged in unethical or illegal activity. The center has the right to expect clients to conduct themselves in a manner consistent with professional business standards.

5. Schedule Downtime

The center has an obligation to provide professional, skilled, trained staff to support client's events at the center. The staff will receive adequate time off for rest and personal matters. "Down time" for center maintenance and repair will be scheduled.

In general, the center will be dark for traditional family holidays. These dates are:

1. Christmas eve, after noon
2. Christmas day
3. Thanksgiving Day

Exceptions to this rule may be approved by the CCPACC, for significant events open to the public.

6. Authority

The Central Coast Performing Arts Center Commission hereby incorporates these Standards of Service into the Policies of the Performing Arts Center San Luis Obispo and authorizes the center's staff to implement these Standards.

John Dunn, Chair

Date

Harry Sharp, Secretary

Date

Amended November 5, 1998