



## THE FAMILY ARENA PRODUCTION MANUAL

Thank you for your interest in The Family Arena.

The staff at The Family Arena looks forward to assisting you and ensuring a successful event. The production manual that follows is intended to provide you with a comprehensive list of services, costs, and regulations at The Family Arena. Please take time to look through this information, as it will help you plan your event. **Reading this manual can save you time and money.** If at any time you come across any information that you do not fully understand or if you have any questions that are not covered in this handbook, please feel free to contact us at (636) 896-4200. Again, we look forward to offering you the best service available, and wish you luck with your upcoming event.

## BUILDING INFORMATION

The Family Arena is a multi-use arena located in St. Charles, Missouri. Opened in 1999, The Family Arena serves St. Charles County and the surrounding communities with a wide variety of events including concerts, family shows, athletic events, trade shows, and conferences. The Family Arena is proud to be the home to The RiverCity Rage Arena Football team of the Indoor Football League. The Family Arena is currently managed by The St. Charles County Government.

### Directions to The Family Arena

The Family Arena is conveniently located in St. Charles County, just ten minutes west of Lambert International Airport, just one mile off of the new Page Extension, and approximately 1 1/4 miles south of I-70 and the Fifth Street exit (#229 from the West; #229A from the East) on Arena Parkway.

- From Interstate 70 West:

Take the South 5th Street exit. Continue on South 5th Street for approximately 1 mile. At Arena Parkway, turn left. The Arena will be on your left hand side, about 1/4 mile ahead.

- From Interstate 70 East:

Take the 5th Street exit. Turn right onto 5th Street. Continue for approximately 1 mile. At Arena Parkway, turn left. The Arena will be on your left hand side, about 1/4 mile ahead.

- Traveling on Highway 40/61 West from Chesterfield or East from St. Charles County:

Take Highway 94 North. Continue on Highway 94 North for approximately 5 miles to Zumbuhl/Friedens Road. Turn right onto Friedens Road and continue for approximately 2 miles. At Arena Parkway, turn right. The Arena will be on your left hand side, about 1/4 mile ahead.

- Traveling on Highway 40/61 West from Downtown:

Take I-170 North. Continue on I-170 North to I-70 West. Continue on I-70 West into St. Charles County. Cross the Blanchette Bridge and take the second exit, number 229-A, South 5th Street. Continue on South 5th Street for approximately 1 mile. At Arena Parkway, turn left. The Arena will be on your left hand side, about 1/4 mile ahead.

- From 364 (Page Extension):

When traveling North or South on Hwy 270, take 364 West to the Arena Parkway/ Upper Bottom Road exit #14. Make a right on to Arena Parkway. The Arena is one mile down on the right.

- When traveling North on Hwy 94 from Hwy 40/61:

Take 364 east to the Arena Parkway/ Upper Bottom Road exit #14. Turn left on to Arena Parkway. The Arena is one mile down on the right.

## Public Accommodations and Services

- Public Restrooms: 8 on Concourse Level (4 Men's & 4 Women's)  
3 in Main Lobby (1 Men's, 1 Women's, & 1 Family)
- Concessions: 6 on Concourse Level  
1 in Main Lobby
- Public Address: Paging system reaches all public spaces within Arena.
- Administrative Ofc: Located in Main Lobby (Gates 1 & 2)  
Hours are 8:30 a.m. - 5:00 p.m. Monday through Friday. The office is closed on most National Holidays.
- ATM: There is a National City Bank automatic teller machine (ATM) located inside the Family Arena for your convenience. The machine is located on the Main Concourse across from Section 102 near the elevator.
- Elevators: Guests requiring an elevator to access 100 and 200-level seating, should park near the South side of the building and enter at Gates 1 or 2. The elevator is located on the west side of the Main Lobby. The elevator is located on the Main Concourse across from section 102.
- Freight elevator with dimensions of 4' wide x 8' deep x 7' high located at loading dock.
- First Aid: The First Aid room is located on the west side of the Main Lobby near the elevator. During events, the first aid station is staffed by a paramedic to help meet your medical needs. If for any reason you are unable to make it to the first aid room, an usher will contact paramedics to come to your location.
- Box Office: The Family Arena Box Office is located at the South Entrance at Gate 2. Normal ticket office hours are 10 a.m. to 5 p.m. Monday through Friday. On Saturdays with a scheduled event, the ticket office will be open from 10 a.m. until approximately one hour after the event starts. On Saturdays with no scheduled event, the ticket office will be closed. On Sundays with a scheduled event, the ticket office will open four hours prior to the event. The ticket office is closed on non-event Sundays.
- Cash, Visa, MasterCard, American Express and Discover are accepted. Checks are not accepted. There is no service charge on tickets purchased at the Family Arena ticket office. Tickets for all Family Arena events are also available at all MetroTix locations; online at [www.metrotix.com](http://www.metrotix.com); or charge by phone at 314-534-1111 or toll free at 1-800-293-5949.
- A facility fee will be added to all tickets (except RiverCity Rage) purchased at all locations, including The

Family Arena Ticket Office. Additional MetroTix service charges and handling fees apply to all tickets purchased through MetroTix outlets, by phone or online.

Many events offer a special discount for groups of 20 or more. Please contact Group Sales to order group tickets by calling 636-896-4289 or 636-896-4230.

Guest Services Ofc: The Guest Services Office is located on the Main Concourse across from Section 111 at Gate 5. A Guest Services representative is available during all events to attend to our guests' needs, including questions, concerns, lost children, lost and found items, team and event schedules and general information.

Bar and Grill: Our stylish 2500 square foot restaurant located on the 4th level offers a specialized menu and is open for most sporting events. Season, club-seat and suite ticket holders have exclusive access to the restaurant beginning two hours prior to game-time. The Locker Room is open to the public one-hour prior to game-time. The bar remains open to the public following events. The Locker Room has an occupancy of 200 and is available for private parties on non-event days. An executive chef, full catering and kitchen staff are on premise. Please call 636-896-4291 for rental information.

#### Contacts

Sandy Femmer	Business Manager 636-896-4202 <a href="mailto:SFemmer@familyarena.com">SFemmer@familyarena.com</a>
Greg Milam	Director of Operations 636-896-4252 <a href="mailto:GMilam@familyarena.com">GMilam@familyarena.com</a>
B.A.	Event/Production Manager 636-896-4299, 314-392-1769 M, 636-544-0706 M <a href="mailto:BobbyA@familyarena.com">BobbyA@familyarena.com</a>
Tom O'Keefe	Manager of Booking & Marketing 636-896-4289 <a href="mailto:TOkeefe@familyarena.com">TOkeefe@familyarena.com</a>
Sara Wilson	Box Office Manager 636-896-4230 <a href="mailto:SWilson@familyarena.com">SWilson@familyarena.com</a>
Tim Hull	Catering Director/Executive Chef 636-896-4210 <a href="mailto:TimH@familyarena.com">TimH@familyarena.com</a>

### Miscellaneous Phone Numbers

Family Arena Event Hotline: 636-896-4242

Family Arena Administrative Office: 636-896-4200

Family Arena Fax Number: 636-896-4205

Disabled Seating Information: 636-896-4234

Guest Services: 636-896-4296

Guest Services Office: 636-896-4217 (for emergencies during an event)

Metrotix: 314-534-1111, or online at [www.metrotix.com](http://www.metrotix.com)

Group Sales: 636-896-4289 or 636-896-4230

RiverCity Rage Arena Football: 636-896-4235

### Building Specifications and Services

#### Capacities

The Family Arena can meet a wide range of seating needs. The Family Arena is equipped with a half house drape, which can decrease the capacity for a more intimate feeling.

Hockey:	9,643
Basketball:	10,467
Football:	9,683
Soccer:	9,611
In the Round:	11,522
End Stage:	7,736
Half House:	6,509
Third House:	3,863
Theatre Style:	3,503

#### Exhibit Space

Arena Floor with Dashers	17,900 sq. ft.
Arena Floor without Dashers	27,376 sq. ft.
Concourse (22' wide)	22,000 sq. ft.

#### Dimensions

Floor Dimensions:	85' Wide x 200' Long (with Dashers) 118.5' Wide x 232.5' Long (without Dashers)
Height to Catwalk:	65' from floor to start of catwalk

Stage: Stage Right portable stage (4' x 8' sections with a total capacity of 80' x 60'). Stage has an adjustable height of 4' to 6'6" at 4" increments. Sound wing sections of 3' x 8" (total capacity of 2 - 12' x 24'). 3 sets of stairs available. Stage Right risers sections with adjustable height of 3", 6", 12" & 18" increments (total capacity of 60' x 40')

Height to Grid: 75' from floor to grid  
End Stage Ceiling Grid is only at north end of floor and is 48' x 54' (70' from floor)  
Total cap is 48,000 lbs (5,000 per point)  
Backdrop beam for curtain placement.

### Loading Dock

The Family Arena's loading dock is located at the Northwest side of the building. It has one drive-in dock and two loading dock doors.

Drive-in Door Height: 15' high x 12' wide

Loading Dock Doors Height: 11'5" high x 8' wide  
(3'9" from ground to dock)

Note: Bowl entry onto arena floor is 12' x 12' (reduces to 10'6" wide)

### Forklifts

Make: Mitsubishi  
Capacity: 6000 lbs  
Fork Length: 4'

Make: Mitsubishi  
Capacity: 3000 lbs  
Fork Length: 4'

Note: 1 set of extensions available for fork blades - 6' long

### Parking

Bus, truck, and show vehicle parking is located at north end of the building (6 to 8 buses or trailers). There is a fenced in area, which can also be used for parking.

There are approximately 3,500 parking spaces on a lighted surface lot adjacent to the Family Arena. Handicapped parking is available in the southwest corner of the arena lot. Parking fees may apply for some events. These fees are subject to change without notice. Currently, a \$5.00 fee is charged for general parking. VIP parking is located on the south side of the arena across from the main entrance. A \$10.00 fee is currently charged for VIP parking for guests without an issued VIP pass. At this time, a \$15.00 fee is charged to 15 passenger vans and a \$20.00 fee is charged to buses. Guests wishing to be dropped off or picked up before or after an event should use the South parking entrance. A separate two-lane drive with a turn-around lane allows guests to be easily picked up or dropped off.

### Show Power

Source 1: 800 amps, 3 phase isolated  
Source 2: 800 amps, 3 phase isolated  
Source 3: 400 amps, 3 phase isolated  
Shore Power: (2) 200 amp hook-ups for buses located at dock

Note: Power is located upstage left, less than 50' from upstage center.

### Lighting

Sport Lights:	Type: Metal Halide Number: 136
Work Lights:	Type: Metal Halide Number: 64
Catwalk Lights:	Type: Florescent Number: 26
Spotlights:	Type: Strong Super Trooper II Number: 6 Note: Located in four corners of the arena

### Sound System

Crown sound with D.A. 24 - Channel audio board with CD, tape, radio, and mini disk input.

### Intercom

Type: Clear-com  
Location: Numerous Locations  
Wireless and wired microphones available

### Backstage Rentals

A limited amount of tables, interlocking padded chairs and coat racks are in building inventory. All other furniture and plants can be rented throughout the facility.

### Barricades

Multipurpose interconnecting bike rack (25 total) interconnecting stage barricade (100' total)

### Production Phones

Telephone lines are available in various dressing and locker rooms. Please request numbers to these phones prior to your event.

## Dressing Rooms

All of The Family Arena's dressing rooms are located in a backstage area. Below is a listing of dressing rooms and facilities available in them.

Room	Dimensions	Phone	Toilets	Showers	Sinks	Mirror	Notes
Locker Room A	32' x 20'	1	3	5	3	4	
Office A	12' x 13'	1	0	0	0	0	Production Office
Locker Room B	32' x 20'	1	3	5	3	4	
Locker Room C	32' x 20'	1	3	5	3	4	
Locker Room D	32' x 20'	1	3	5	3	4	
Break Room	15' x 10'	0	1	1	1	0	
Green Room	25' x 17'	3 & 1 Fax	0	0	0	0	Production Office
Star Dressing Room 1	10' x 13.5'	0	1	1	1	1	
Star Dressing Room 2	10' x 13.5'	0	1	1	1	1	

## **Building Policies**

Following is a compilation of various building regulations, which can help avoid problems with your event. If you have any concerns about whether something will be allowed, please ask.

### American Disabilities Act of 1990

The Family Arena strives to provide equal opportunity to all services and events within the Arena. The Family Arena reserves the right to require lessee to comply with codes pertaining to the American Disabilities Act of 1990 including, but not limited to, providing special seating areas, access, and services.

### Staffing

The Family Arena reserves the right to set all staffing requirements for events. The Family Arena will be the sole provider of all usher, ticket selling, ticket taking, security, stagehands, custodial, changeover, or any other event related staff unless agreed to in writing prior to the event.

### Permits

Lessee must notify The Family Arena of any pyrotechnics, animals, lasers, or parking needs at least 15 business days prior to load-in. The Family Arena will work with the producer to ensure that all required permits are completed, and all legitimate parking requests are met. However, failure to produce required information in a timely manner or as requested may cause lessee to lose the right to utilize pyrotechnics, animals, and lasers or may result in insufficient parking for lessee.



### Floor Plans

Floor plans must be completed at least 10 business days prior to load-in to ensure that all fire codes are met.

### Pyrotechnics

Any show using pyrotechnic effects will be required to submit a detailed effects plot along with a listing of effect details (placement, weight of charge, direction and size of effect, etc). Additionally, a current pyrotechnician's license for the lead pyrotechnic valid for the largest classification of effect used, and MSDS sheets must be received by The Family Arena at least 10 business days prior to the scheduled load-in date. The Family Arena reserves the right to require a walk through inspection or full demonstration of effect in the presence of the local fire inspector for any pyrotechnic display. The Family Arena reserves the right to specify a fire watch and/or a number of pre-placed fire extinguishers for any show utilizing any pyrotechnic display.

### Flammable Materials

Lessee may not authorize or store any flammable material within the facility without prior written approval from the General Manager. At no time will the lessee be allowed to use or store flammable material in any unsecured public area.

### Parking

Lessee must notify The Family Arena of any parking needs for their event at least 15 business days prior to load-in. This notification should include number of vehicles and type.

### Deliveries and Materials Storage

Due to limited space during other events, The Family Arena does not accept deliveries for lessee prior to the dates held for their event unless previous arrangements are made.

All deliveries made to the lessee during the term of their lease should include the event or promoter name, and the name of the person the material should be routed to. All deliveries should be sent to the following address.

The Family Arena  
2002 Arena Parkway  
St. Charles, MO 63303

### Promotions

Any promotions (i.e. ticket giveaways, discounted tickets, meet and greets, banners, sponsor booths, etc.) must be approved in advance by writing The Family Arena.

### Doors Open

Doors open one hour prior to show time for majority of events held at The Family Arena.

## Vehicle Displays

Any display vehicle which will be inside the Arena for any event must meet the following guidelines:

- The fuel tank must be sealed either by a key-locked gas cap, or be sealed with duct tape or gaffers tape.
- The battery must be disconnected.

## Sponsorships

All sponsorships and signage related to sponsorships must be approved by The Family Arena in Advance. The Family Arena will not unreasonably deny any request, but must ensure that sponsorships, promotions, and signage do not conflict with building sponsorship packages or present a danger to patrons.

## Decorations

All decorations must be placed in accordance with the following regulations:

- No decorations may be placed in a manner which may cause damage to arena.
- Prior to taping any decorations or signs to any surface, lessee must request permission of The Family Arena and use tape which is approved by the arena. Generally, masking tape is safe for the use on our painted surfaces. Lessee is responsible for removing decorations and signage and any tape residue with an approved solvent unless prior arrangements are made.
- No decorations may be placed in any area, which blocks public ingress or egress.
- Banners and decorations must not be placed in any area that obstructs the sight lines for a performance.
- Lessee is responsible for any damages caused by the placement of any signs or decorations.
- At no time will a lessee be allowed to pin decorations to any drapes or curtains.

Special Notes regarding Sand, Glitter, and Confetti: These items are very difficult to clean up and therefore will require additional clean-up cost if used. The additional clean-up labor will be billed out at the current custodial staff hourly rate. The Family Arena reserves the right to prohibit these items for any event.

## Balloons

Balloons containing helium or lighter than air products will not be sold or dispensed at any event in The Family Arena. If a lessee uses balloons for displays, they must agree to take full responsibility for removing any balloons that break from their tether. This cost will include the rental of a lift to remove said balloons in addition to the hourly rate for custodial staff required to completely remove them.

## Smoking Policy

The Family Arena does not allow smoking inside the Arena. All smoking is set up outside the Arena between gates 3 and 4. There will also be a smoking area located outside gates 1 and 2 for special events.

### Stickers

Any stickers, adhesive name tags, or similar items must be approved in advance by The Family Arena. These items are extremely too difficult to remove from floor surfaces, and can cause severe damage to finished surfaces. Lessee will be responsible for removing any stickers which become attached to surfaces in the arena, or paying the current custodial staff labor rate for all labor incurred for removing said items. The Family Arena reserves the right to deny lessee the right to use these items for any event.

### Tickets

All sales are final. No refunds or exchanges allowed. Please examine your ticket for event date and time.

A ticket is required for every guest age 2 and older at The Family Arena, unless it is for a Family Arena home-team sporting event where every guest age 3 and older must require a ticket.

Selling of any Family Arena event tickets or ticket scalping on our premises is strictly prohibited.

### Miscellaneous Prohibited Items

The following items may **not** be brought into The Family Arena:

- All food and beverages, including alcoholic beverages
- Cans, glass bottles, plastic beverage containers
- Coolers
- Helium balloons
- Video or any recording devices
- Oversized bags or backpacks
- Pets (other than service animals)
- Laser pointers/pens
- Artificial noise makers (including air horns)
- Sticks (including those on pennants or flags)
- Drugs or drug paraphernalia
- Weapons or firearms of any sort

### Camera Policies

Camera policies vary by event, are determined solely at the discretion of the show and are subject to change without notice. For most concerts held at The Family Arena, still, digital and video cameras are prohibited. For most other sporting events and family shows, non-professional still cameras are permitted but digital and video cameras are prohibited. Unauthorized or prohibited photography of an event may result in film or videotape being confiscated by show representatives. In all cases, the resale of photography or video is strictly prohibited.

## Food and Beverage

No Food or beverage can be brought in, sold in, or distributed in The Family Arena without written authorization from the Director and approval of the Director of Food and Beverage. At no time will a lessee be allowed to bring alcoholic beverages onto the premises, consume or sell said beverages. Any person under the age of 21 found drinking alcohol on the premises of The Family Arena will be evicted without refund.

## Public Safety

The Family Arena has final authority to take whatever actions it deems necessary to protect the safety of patrons within the building. This includes, but is not limited to:

- Lessee will not be allowed to block any aisle or fire exit.
- No material, which presents a potential health or fire hazard, will be allowed inside the building.
- Lessee must agree to allow The Family Arena to make a public address announcement if arena management deems it necessary for the safety of a member of or the entire audience (i.e. a request for patrons to return to seats, evacuation, etc.) The Family Arena reserves the right to temporarily stop or terminate any performance in the interest of public safety.
- Family Arena reserves right to prohibit exiting and re-entering during events.
- All purses and bags are subject to inspection upon entering The Family Arena. Customers will be subject to seizure of prohibited items upon arrival.
- Persons using obscene or abusive language or engaging in other conduct offensive to those around them will be asked by The Family Arena guest services personnel to cease this conduct. If you should be disturbed by any guests, please notify a guest service representative. If the offensive conduct persists, those involved will be ejected.
- Persons throwing or attempting to throw objects onto the floor will be subject to immediate ejection from The Family Arena and/or criminal prosecution.
- Persons observed breaking the law while on Family Arena property are subject to immediate ejection and/or criminal prosecution.

## Public Safety Concerts Special Notes

**Calling for Disregard of Security:** The Family Arena will not allow or condone any call for the audience to come to the stage or disregard security. Lessee agrees to take full responsibility for, to indemnify, defend and hold harmless, The Family Arena from any claims, losses, or liabilities resulting from talent requesting any form of a rush to the stage or disregard for security.

**Body Surfing, Moshing, and Stage Diving:** The Family Arena does not in any way condone body surfing, moshing, or stage diving. Patrons who participate in any of the activities listed above are subject to immediate ejection. The Family Arena will reserve final decision on the removal of any patron involved in any such activities. At its most lenient The Family Arena management will utilize a one stamp-and-out method of controlling body surfers. The first time a patron is escorted out of the barricades, they will be stamped. The second time they will be removed from the arena.