



# Production Guide

*Orleans Arena*  
*4500 West Tropicana Avenue*  
*Las Vegas, Nevada 89103*  
*702-365-7469*  
*[www.OrleansArena.com](http://www.OrleansArena.com)*

## ***WELCOME TO OUR VENUE***

Boyd Gaming Corporation owns and operates the Orleans Arena along with its other 22 casino/hotel properties in the United States. The arena opened its doors back in May of 2003 and introduced a new entertainment venue to Las Vegas like no other.

The physical design and aesthetics of the venue mirror that of the Orleans Hotel & Casino located adjacent to the arena. The French Quarter “feel” is evident throughout the facility and the Mardi Gras theme is carried throughout with the building décor.

Recipient of the 2014 Venue Excellence Award from the International Association of Venue Managers, the arena stands out as one of the leading entertainment venues in the country. Also, the Orleans Arena is a LEED Gold Certified facility, the first in Nevada and one of only six venues in the country with this level of sustainability recognition. Additionally, the Orleans Arena is a SHARP certified facility; a safety recognition program recognized by OSHA and awarded to only a handful of operators in the state of Nevada.

The Orleans Arena hosts a variety of entertainment, with over 200 events each year. Include major touring concerts, rodeos, family shows, corporate events, trade & consumer shows plus a variety of motor sports. The Orleans Arena hosts over 70 basketball games annually including two NCAA Conference Championships and two NCAA non-conference championships each year as well.

We offer a full time staff of highly trained professionals in the various fields of Arena management. We also employ a large part-time staff of dedicated and experienced ushers, food & beverage, security and production personnel. I am confident that your event will receive the best possible service to be surpassed by no other.

The location of the Orleans Arena is ideal. Located just 1 1/2 miles west of the Las Vegas Boulevard, and situated between two major cross streets (Tropicana Blvd. & Flamingo Blvd.), access to and from the facility is very easy. Las Vegas’ McCarran International Airport is only 10 minutes away from the Arena.

The Orleans Hotel & Casino offers your customers the convenience of both gaming and dining prior to or after any event. The Orleans Hotel and Casino offers a level of gaming entertainment matched by few others. With 1,800 hotel rooms, 70 lanes of bowling, 18 screen movie theater and 12 restaurants to choose from, your customers will be completely satisfied with their additional entertainment options.

Thank you for your interest in the Orleans Arena. The following information is intended to better acquaint you with our facility and our services. Please take a moment to familiarize yourself with this Production Guide. If you have any further questions, don’t hesitate to contact any of our staff for further information. Again, thank you and we look forward to hosting your event here at the Orleans Arena!

Sincerely,

Rex Berman  
Executive Director  
Orleans Arena

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**\*\* FOR ADDITIONAL FACILITY DIAGRAMS AND FORMATS,  
PLEASE CONTACT ARENA PRODUCTION MANAGER**

# **ORLEANS ARENA – STAFF DIRECTORY**

**Arena Office:** 702-365-7469

**Arena Fax:** 702-284-7778

**Website:** [www.Orleansarena.com](http://www.Orleansarena.com)

**Orleans Hotel:** 702-365-7111 (24 hrs)

## **ARENA ADMINISTRATION:**

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## **1. BOOKING PROCEDURES:**

### **1-a Promoter Application**

All prospective tenants will need to complete a Promoter Application prior to placing any dates on hold at the Orleans Arena. This application will help us better understand what type of event you are bringing and your previous event experience.

Upon return of the completed Promoter Application, Orleans Arena management will review the application and, in its sole determination, make a decision concerning the event requested based on the following criteria:

1. Comparison to other event applications
2. Event feasibility
3. Applicant's previous event experience and capabilities
4. Applicant's financial capabilities
5. Availability of requested dates

### **1-b Date Holds / Hold Rankings**

After consideration by Arena management, a date will be placed on a hold status. This does not guarantee an event date; it simply is a temporary hold for that date. There may be multiple holds for one single date. If this is the case, your event will be assigned the next available hold status (#1, #2, #3....)

### **1-c Date Hold Challenges**

If you do not have the first hold on a particular date and wish to confirm that date, you must provide a deposit (typically 50% of rental fee) to challenge the date. Once we receive the deposit, we will contact the higher-ranking holds and give them the opportunity to confirm or release the date. If they confirm the date, your deposit will be returned to you.

### **1-d Confirmation of Date**

The next step in the booking process is completion of the License Agreement. This is the rental agreement between your event and the Orleans Arena. Along with a fully executed License Agreement, you will need to provide a copy of your contract with the Artist (if applicable) and a deposit payment. If you already provided a deposit to challenge a date, that deposit will be applied towards the event.

### **1-e License Agreement**

All prospective tenants will need to complete a License Agreement. This agreement will outline the financial terms and all other details concerning the rental of the building. You will receive two copies, both copies need to be signed and returned to our office. We will sign and return a fully executed original copy to you. No event is confirmed until a fully executed License Agreement is completed.

**1-f Insurance Requirements**

For all events occupying space in the Orleans Arena, the Tenant must provide insurance in the amount of \$2,000,000 General Liability and \$5,000,000 Umbrella. The Tenant must supply the Orleans Arena with a certificate of insurance naming Boyd Gaming as additional named insured on the policy (exact language spelled out in the event License Agreement). Details of this insurance requirement are outlined in the License Agreement. Certificate of Insurance must be submitted at least 30 days prior to the event.

**1-g Post-event Settlement**

At the conclusion of the event, the Tenant will be responsible for all outstanding facility expenses per the License Agreement. Settlement will typically take place at the conclusion or near the end of the event. At settlement, the Tenant will be presented with all available documented facility expenses, including but not limited to: applicable taxes, rent balance, facility fees, marketing, staffing, production charges, conversion labor, box office labor, medical personnel, security etc. Charges for any and all event expenses incurred will be deducted from the ticket proceeds and the balance will be available to Tenant.

**1-h Payment**

If prior arrangements are made, a check can be produced the night of the event for the balance of ticket revenue. Otherwise, proceeds from the event will be available to the Tenant the next business day. Payments can be made by check or wire transfer to the Tenant's account.

If an amount is due to Orleans Arena at the conclusion of the event, Tenant may make a cash payment or certified check made payable to Orleans Arena.

## **2. BOX OFFICE / TICKETING:**

### **2-a Boyd Gaming Las Vegas Tickets**

The Orleans Arena operates its own ticketing system (Boyd Ticketing). Tickets for Arena events are sold exclusively on this system. There are multiple sources of ticket sales for events held at the Orleans Arena.

### **2-b Box Office Locations**

The Orleans Arena Box Office is located near the main entrance (next to the parking garage). The Arena Box Office is open on event days only. Depending on the event start time, the box office will open at 4:00 pm and remain open until approximately one hour into the event. On non-event days, tickets will be available at the following locations:

Other Boyd Casino Properties:

The Orleans Hotel & Casino	4500 West Tropicana Avenue
Gold Coast Hotel & Casino	4000 West Flamingo Boulevard
Suncoast Hotel & Casino	9090 West Alta Drive

### **2-c Call Center**

The call center for the Orleans Arena is operated 7-days per week. Guests may purchase tickets over the phone and choose to have their tickets mailed or left at the arena box office in Will Call the night of the event. Tickets may be purchased by calling one of the following numbers:

Local Calls:	702-284-7777
Toll Free:	1-888-234-2334

### **2-d Website Orders**

Boyd Gaming Las Vegas Tickets offers the option of purchasing over the web. Patrons can visit [www.Orleansarena.com](http://www.Orleansarena.com) to see a seating diagram of the event, get a brief description about the event, and purchase tickets on line.



### **3. SEATING / MANIFESTS:**

#### **3-a Capacities**

##### *Retractable Seating*

(Lower 6 rows on the East, South and West sides)

There are 1,405 seats on the retractable risers. These risers can be extended or retracted under the permanent seating based upon event needs. The retractable seats are accessible from the main concourse level (2nd level) or floor level via two floor entrances.

##### *Permanent Seating*

(Upper 20 Rows of horseshoe style seating)

There are 5,736 permanent seats inside the arena. We offer 22" wide padded seats with cup holders and ample legroom in each aisle. All of the permanent seating is accessed from the main concourse.

##### *Temporary Floor Seating*

(Floor seating varies depending on placement of stage, stage size & mix position)

Maximum floor seating is approximately 1,780 with a 60' x 40' stage on the far North end and with the retractable seating extended.

Floor seating is accessible from the permanent seating aisles or the two main floor entrances.

##### *Disabled Seating Sections*

There are ample accommodations for disabled seating. The Orleans Arena has 52 permanent wheelchair spots and 52 additional companion seats. All disabled seating is accessible via the Arena main concourse (2nd level). There are three elevators that service the concourse level from the ground floor.

##### *Suite Seating (No Public Seating)*

There are (20) VIP Suites with 12 - 22 seats in each depending on the size of the suite. There are an additional (2) Party Suites that can accommodate up to (36) people each. Party Suites are rented on an event-by-event basis. Contact our Director of Corporate Sales for details.

##### *Club Seating (No Public Seating)*

On the South end of the Arena (above Sect. 110) is the Club Seating Section. There are 248 Club Seats with a lounge area and a full service premium concession stand and bar. Contact our Director of Corporate Sales for details.

**3-b Configurations** (See Appendix for Diagrams)

The Orleans Arena is designed with flexibility in mind. We can accommodate a wide range of stage and seating designs. A house curtain is available to shorten the arena creating a more intimate environment utilizing our ¼, ½ or ¾ house set-up. The following are typical seating and stage designs.

**End Stage Concert**

Permanent Seating	5,632
Retractable Risers	1,405
ADA Seating	104 WC/Attn.
Floor Seating	<u>1,780</u>
<b>Total Seating:</b>	<b>8,921</b>

**¾ House Concert**

Permanent Seating	4,336
Retractable Risers	973
ADA Seating	80 WC/Attn.
Floor Seating	<u>1,460</u>
<b>Total Seating:</b>	<b>6,849</b>

**½ House Concert**

Permanent Seating	3,616
Retractable Risers	763
ADA Seating	80 WC/Attn.
Floor Seating	<u>1,060</u>
<b>Total Seating:</b>	<b>5,519</b>

**¼ House Concert**

Permanent Seating	3,004
Retractable Risers	557
ADA Seating	56 WC/Attn.
Floor Seating	<u>576</u>
<b>Total Seating:</b>	<b>4,193</b>

**Boxing / Wrestling**

Permanent Seating	5,632
Retractable Risers	1,405
ADA Seating	104 WC/Attn.
Floor Seating	<u>1,896</u>
<b>Total Seating:</b>	<b>9,037</b>

**Hockey / Circus / Ice Show / Arena Football**

Permanent Seating	5,632
Retractable Risers	1,315
ADA Seating	104 WC/Attn.
Floor Seating	<u>n/a</u>
<b>Total Seating:</b>	<b>7,051</b>

**Rodeo / Equestrian**

Permanent Seating	5,632
Retractable Risers	n/a
ADA Seating	104 WC/Attn.
Floor Seating	<u>n/a</u>
<b>Total Seating:</b>	<b>5,736</b>

**Basketball**

Permanent Seating	5,632
Retractable Risers	1,405
ADA Seating	104 WC/Attn.
Floor Seating (TBD Risers)	<u>330</u>
<b>Total Seating:</b>	<b>7,471</b>

**General Admission Floor – End Stage**

Permanent Seating	5,632
Retractable Risers	n/a
ADA Seating	104 WC/Attn.
Floor Seating	<u>1,800</u>
<b>Total Seating:</b>	<b>7,536</b>

**General Admission Floor – ½ House**

Permanent Seating	3,616
Retractable Risers	n/a
ADA Seating	80 WC/Attn.
Floor Seating	<u>1,200</u>
<b>Total Seating:</b>	<b>4,896</b>

#### **4. FACILITY DESCRIPTION:**

##### **4-a Public Entrances**

There are three public entrances into the Orleans Arena. All three entrances are located on the South side of the facility. The main entrance is located off of the Hotel / Casino (entrance leads to 2nd level concourse via escalators or elevator). There are two additional entrances, one on the Southeast corner and one on the Southwest corner of the facility. These two entrances are at the ground floor (1st level) and lead to both the arena floor and the concourse.

##### **4-b Event Level - 1st Floor** (See Appendix for Diagram)

The Event Level is primarily the production level. This level is where all of the locker rooms and star rooms are located as well as the meeting rooms and office space etc. The kitchen facility and building storage space are also located on this level.

##### **4-c Concourse Level – 2nd Floor** (See Appendix for Diagram)

Over 71,850 sq. ft of granite lined flooring with ample space for vendors and displays. The concourse can accommodate up to 40 (10'x10') display booths in conjunction with any Arena event. Plasma screen monitors line the concourse and offer live footage of the event. All permanent seating is accessed from this level through one of the 20 seating portals.

##### **4-d Big Easy Club & Suite Level – 3rd Floor** (See Appendix for Diagram)

This area is reserved for the exclusive use of the Club & Suite holders during events. Also on this level is the Big Easy Lounge. The Big Easy is available to Tenants of the Arena prior to or after events for special functions.

##### **4-e Loading Docks**

The loading docks and production area are located on the North side of the facility. The Orleans Arena offers a 13,000 sq. ft. interior staging and storage area with four ground level loading dock doors (two – 30'w x 15'h, one – 22'w x 15'h and one – 12'w x 15'h door). Additionally, there are two truck height loading dock locations. All total, events can load / unload up to 8 trucks at one time.

##### **4-f Elevators**

There are elevators located at each of the three public entrances. Additionally, there are (2) freight elevators located on the North side of the building. The large freight elevator 10'W x 24'L x 10'T (12,000lb weight capacity) accesses building levels 1 – 3 and the small freight elevator 6' x 8' access building levels 1 – 3 as well as the catwalk.

**4-g Catwalk Access / Rigging** (See Appendix for Diagram)

The catwalk extends over the entire Arena floor from North to South and East to West. The catwalk includes a spotlight bridge on the South end of the facility. Our elevator access and solid steel flooring make our catwalk easily accessible and safe.

**4-h Arena Floor**

The arena floor is 240' x 120' for a total of 28,800 square feet when the retractable seating is stored.

Our floor is 214' by 85' for a total of 18,190 total square feet when the retractable seating is extended.

**4-i Meeting Rooms** (See Appendix for Diagram)

All of the Arena meeting rooms are located under the seating in Section 110. The Gold Meeting Rooms may be divided into three separate spaces using moveable air walls - Gold A, Gold B and Gold C, or paired A-B or B-C. All meeting rooms include overhead sound system and dimmable lighting.

<u>ROOM</u>	<u>SQUARE FEET</u>	<u>BANQUET</u>	<u>THEATER</u>	<u>CLASSROOM</u>
All Gold	7,158 square feet	384	516	368
Gold A	2,275 square feet	112	150	120
Gold B	2,608 square feet	160	216	128
Gold C	2,275 square feet	112	150	120

The Purple Meeting Rooms are individual rooms with hard walls between each room.

<u>ROOM</u>	<u>SQUARE FEET</u>	<u>BANQUET</u>	<u>THEATER</u>	<u>CLASSROOM</u>
Purple A	859 square feet	56	86	48
Purple B	1,692 square feet	104	170	80
Purple C	859 square feet	56	86	48

**4-j Big Easy Lounge** (See Appendix for Diagram)

The Big Easy Lounge is a multi-purpose space that is located behind the Club Seating on the third level. This space overlooks the Arena floor and is available for use prior to or after events.

<u>ROOM</u>	<u>SQUARE FEET</u>	<u>BANQUET</u>	<u>THEATER</u>	<u>CLASSROOM</u>
Big Easy	51' x 176' (irregular)	120	250	200

**4-k Press Room** (See Appendix for Diagram)

The Arena Press Room is specially designed for use during events that require space for multiple media personnel. The room is pre-wired with over (50) phone, data and power locations that can be used during any event.

<u>ROOM</u>	<u>SQUARE FEET</u>
Press Room	1,131 square feet

**4-l Star Rooms / Green Room** (See Appendix for Diagram)

There are three Star Dressing Rooms, each with their own plush furniture, wardrobe closet, private shower, restroom and vanity. The Star Rooms are connected to the Green Room by private hallway. The Green Room has counter space and seating for private catering as well as cable television.

<u>ROOM</u>	<u>SQUARE FEET</u>	<u>ROOM</u>	<u>SQUARE FEET</u>
Green Room	692 square feet	Star Room #2	400 square feet
Star Room #1	400 square feet	Star Room #3	360 square feet

**4-m Locker / Team Rooms** (See Appendix for Diagram)

The Orleans Arena offers a variety of locker room space. The Home Team locker room is the largest of the spaces available. It has (31) built in lockers with shower and restroom access directly off the locker room area. Also, there is a fully equipped Training Room in close proximity to the Home Team Locker Room.

<u>ROOM</u>	<u>SQUARE FEET</u>
Home Locker Room	950 square feet

There is additional locker room space that can be used as two large rooms or four smaller rooms depending on the use of the air wall that separates them. All four of the locker rooms have their own showers and restrooms. Each locker room has a small office or coach's room ("A" rooms) connected to the main locker room.

<u>ROOM</u>	<u>SQUARE FEET</u>
Locker Room 1 & 2	400 sq. ft. ea / 800 sq. ft. combined
Locker Room 1-A & 2-A	13' x 11' (each with phone & data)
Locker Room 3 & 4	400 sq. ft. ea / 800 sq. ft. combined
Locker Room 3-A & 4-A	13' x 11' (each with phone & data)

**4-n Parking** (See Appendix for Diagram)

Public parking at the Orleans Arena includes over 5,500 FREE parking spaces, of which 2,500 are located in a covered parking garage next to the main entrance of the Arena. There are parking spaces located directly adjacent to all three entrances of the facility. Disabled parking is available at all three entrances as well.

Event related production parking is located at the back of the facility. There is a 200' x 122' private fenced parking area for the exclusive use of events. This is an ideal place to park tour busses and show vehicles.

The area includes shore power for 4 busses (50 amp service). Additionally, the Arena can accommodate parking for multiple trucks & trailers directly behind the facility.

Additionally, the venue offers ample space for outdoor events in a variety of parking lot spaces surrounding the arena facility.

## **5. PRODUCTION EQUIPMENT AVAILABLE:**

*\* Please contact the Arena Production Manager for current rates and availability.*

### **5-a Folding Chairs**

2,600 fabric covered and padded folding chairs – maroon in color.

### **5-b Tables**

(100) 60" round tables / (50) 30" x 96" tables / (50) 18" x 96" tables

### **5-c House Curtain**

Orleans Arena can offer a 110'w x 45'h black house curtain to use as a backdrop to the main stage. This curtain consists of (6) 20' x 45' panels and hangs off the house truss in select locations of the grid work.

### **5-d Forklifts / Zamboni**

Two forklifts are available on site:  
4,650 pound Yale with side shifter and 48" forks  
5,700 pound Yale with side shifter and 60" forks  
Two Zambonis and one Ice Edger

*\* Orleans Arena can arrange for local rental of additional equipment if necessary.*

### **5-e Basketball Equipment**

Regulation size basketball floor (112' x 64')  
(3) BPI 8000 Portable Basketball Backstops  
Full Daktronic's Scoring System including Shot Clocks  
(4) 10' Daktronic's Video Scoring tables.

## **6. POWER DISTRIBUTION:**

### **Backstage & Arena Floor**

Stage Left	(2) locations with cam locks	400a - 208v - 3ph - 5w ( <i>Isolated ground on 400's</i> )
Stage Left	(3) locations with cam locks	200a - 208v - 3ph - 5w ( <i>Isolated ground on 400's</i> )

Stage Right (3) locations with cam locks 400a - 208v - 3ph - 5w

8 additional locations throughout Arena floor 100a - 208v - 3ph - 5w

### **Catwalk Locations**

Catwalk Corners (4) locations with cam locks 100a - 208v - 3ph - 5w

Catwalk Center (1) location with cam locks 100a - 208v - 3ph - 5w

## **7. HOUSE LIGHTING:**

The Arena stadium lighting is controlled from our light booth at the top of section 110. The lighting is designed with an instant on/off shutter system. At 100% illumination, the system provides 30-35 lumens on the Arena floor.

(6) Robert Juliat Merlins 2.5K

(2) Lycian Superstars 1.2K (Portable with 110-volt transformers)

\* Merlin spots are pre-positioned in baskets suspended from the catwalk and cannot be moved. Also, Spot lights come "as is" in working condition. Any further optimization requested will be a service call billed to the Promoter.

Our in-house Production Department can assist with any size show in design and show operation. Our in-house lighting inventory includes:

Mac 2000s

ETC pars

Source 4 Ellipsoidals

20" truss

ETC Element 64

## **8. HOUSE AUDIO:**

The Orleans Arena house sound system was custom built for this facility with EAW Speakers. The interior walls of the Arena are constructed of a techtium material and the ceiling is lined with lapidary panels for optimal acoustics. Our system is operated by a Midas M32 and is powered by QSC Amplifiers. The sound system is operated from the AV booth at the top of section 110.

## **9. HOUSE STAGING:**

(1) Main Stage 60'w x 48'd x 4'h to 6'h (multiple configurations available)

(2) Sound Wings 24'w x 8'd x 4'h to 6'h

(2) Ramps 12" to 24" rise

(4) Stair Units 4'h to 6'h

(4) Stair Units 18" in height

\* Multiple decks for mix positions / risers etc. 12" – 32" rise (4" increments)

The stage surface is 1" plywood with a black polyvinyl surface laminate. Our stage can accept a vertical surface load of 125 p.s.f. Black skirting is available for all platforms.

**10. HOUSE PRODUCTION LABOR:**

*\* Please contact the Arena Production Manager for current rates and scheduling.*

The Orleans Arena offers a variety of staffing services from our exclusive in-house departments. The Orleans Arena is a “non-union” building. However, most staffing must be supplied through the in-house Production Departments.

Stagehands and Riggers are available through our Arena Production Department. Tenants are required to use Orleans Arena Riggers and Stagehands, but may bring in additional touring crew for the event.

All Orleans Arena staffing is based on a four (4) hour minimum and must be arranged through the Arena Production Manager in advance of the event.

**11. RIGGING** (See Appendix for Diagram)

The Orleans Arena has an extensive roof structure that can accommodate almost all concert rigging currently on tour. Working conditions are safe and easy due to the ample catwalk access and Safety Fall Arrest System. The rigging structure is open trusses with 12’ spacing (beam to beam).

Maximum total rigging load over North end	150,000 pounds
Maximum total rigging load over Center	65,000 pounds
Total rigging load per truss not to exceed	50,000 pounds
Total rigging load per point not to exceed	4,000 pounds

\* The floor to low steel ceiling height is approximately - 61 feet.

**12. AUDIO / VISUAL INVENTORY:**

*\* Please contact the Arena Production Manager for current rates and availability.*

The Orleans Arena has an array of in-house Audio and Visual equipment perfect for meeting room functions as well as small arena productions. The Arena also has a variety of vendors to support any size production.



### **13. VIDEO BOARD / LED RIBBON:**

#### **Main Video Board**

Located on the North wall of the Arena, behind the stage, is our video board. It is a 27' x 21' - 16mm Daktronics LED Prostar. We are able to broadcast live footage, pre-recorded commercial spots and show sponsor logos or graphics during the event.

#### **Additional Video Boards**

Located above Sections 107 & 113 are Two 9' x 12' (10mm) Daktronics LED screens. These screens show the same image as the Main Video Board during events.

#### **Video Ribbon**

The interior of the Arena is surrounded by a 700' continuous Daktronics 23mm ProAd video ribbon. The ProAd can run (avi's) that are 32 pixels high by 9,264 pixels wide. All programming and design is done in-house by our Production Department.

#### **Video Control Room**

Within the Arena is located a full service Video Control Room. This room is completely equipped with everything necessary for a fully "In-house" televised event. The in-house inventory includes: (3) JVC 550 Cameras, (1) Ross Synergy 2 switcher, (2) Daktronics V'Play Clips machines, (1) Chyron DUET, (1) 3play replay system, including all the gear to drive it. Our in-house Video Services Department is capable of handling any show of any size. Our control room also houses a fully digital non-linear editing suite complete with multi-layering Final Cut Pro. Software also available includes Lightwave, Adobe PhotoShop, Adobe After Effects, and all the FX's you need for a fast edit.

## **14. SECURITY POLICY:**

### **14-a Las Vegas Metro Police**

For certain events, Orleans Arena management may require the presence of local law enforcement during the event. If so, Las Vegas Metro Police will be used. It is the sole decision of Orleans Arena management as to the number of officers necessary for events.

### **14-b House Uniformed Security Staff**

The Orleans Arena utilizes an in-house security staff for all events. The Security Department consists of thoroughly trained un-armed uniformed personnel. The security staff provides services for all guests and performers. The arena operates a 24-hour security command post located near the Northeast entrance of the facility. The Orleans Arena has over 300 video cameras used for the observation and protection of guests and performers while in the facility. Security levels are dictated by the type of event and crowd size. It is the sole decision of Orleans Arena management as to the number of officers necessary for events. Certain events may require additional officers due to the demographics, event history or large alcohol consumption etc.

### **14-c T-Shirt Security**

Orleans Arena also utilizes T-Shirt Security in certain key locations during events. One of the functions of the T-Shirt Security is the entry search. For the protection of guests, performers and staff; all guests entering the facility will be subject to some type of inspection and/or search.

#### **Visual Inspection:**

For all events, a visual inspection of guests entering the facility will be conducted. This visual inspection may include but is not limited to:

- Visual scan of all guest as they enter
- Guests may be asked to open their coats / jackets etc.
- Guests may be asked to open their backpacks or large bags, etc.

#### **Full Search:**

For certain events, a full search of each guest will be conducted at the entry points. The extent of the search will be determined by the type of event and the potential for patrons to bring unauthorized items into the facility. This full search may include but is not limited to:

- Removal of Coats / Jackets for closer inspection

- Search of all backpacks or large bags, etc.
- Full Pat Down of all guests at they enter
- Metal Detection Wands scanning all guests at they enter

**14-d House Staffing**

Orleans Arena will use professional ushers and door guards to secure and service the remainder of the facility. The Orleans Arena employs a full staff of experienced personnel to deal with event guests and properly secure the facility during your event.

**15. SAFETY, EVACUATION and HOUSE RULES POLICY:**

**15-a Fire Marshal / Permits**

For all events, the local Clark County Fire Marshal will need to approve the floor plan prior to the event. A Public Assembly Permit will be issued for each event at the expense of the event. For some events, the Fire Marshal may require their presence during the event. The event will be responsible for all Clark County Fire Department labor charges incurred during the event.

**15-b Pyrotechnics / Fog & Haze**

Orleans Arena requires that all pyrotechnics be approved in advance by the Arena Production Manager and the Clark County Fire Marshal prior to being loaded into the building. The Clark County Fire Marshal also requires the use of a locally licensed “Shooter” for any Pyrotechnic effect. The Arena Production Manager can assist with this. The use of fog or haze machines also requires this same approval. The Orleans Arena will only allow water based fog or haze machines to be used during events.  
*(NO OIL BASED EQUIPMENT ALLOWED INSIDE THE FACILITY)*

**15-c First Aid / EMT’s**

Orleans Arena requires that First Aid / EMT personnel be on site from the time doors open to the end of the performance and all of the public has exited the building. For some events (motor sports, equestrian, etc.), medical personnel may be required during rehearsal / practice times. The event will be responsible for all medical personnel labor charges incurred during the event.

**15-d Paging System**

It is the policy of the Orleans Arena not to make personal pages for guests within the facility. In the event of an emergency affecting the entire event and all of the guests, an announcement will be made over the paging system informing the guests of the situation and instructing them what to do.

**15-e Evacuation of the Facility**

Orleans Arena staff have been fully trained to handle emergency situations. In the event the facility is required to be evacuated, facility staff will direct all guests to the appropriate exits. Arena Security will assist all production personnel out of the building and then secure the facility until authorities arrive.

### **15-f House Rules & Regulations**

Cameras: Orleans Arena standard policy; unless the event dictates otherwise, is that there are no professional cameras or recording devices allowed inside the Arena during events.

Smoking: Orleans Arena is a NON-SMOKING facility. Smoking balconies are located on the East and West Concourse.

Re-Entry: Orleans Arena will on occasion implement a no re-entry policy depending on the type of event. This is at the discretion of Arena management. If a guest is asked to leave during an event, they will not be allowed back in.

Lost & Found: All items left after an event are turned into the Orleans Hotel Security Department, then logged and stored for 30 days.

### **16. CATERING / CONCESSIONS:**

#### **16-a Catering Department**

The Orleans Arena offers a full service Catering Department for use during events. The Catering Department for the Arena can supply all backstage and crew catering needs as well as filling any rider requests for the artists. The Orleans Arena has an exclusive on all Food & Beverage related to the events. The Arena has ample space for event catering and offers a full service menu to choose from.

#### **16-b Alcohol**

The Orleans Arena can supply a complete line of alcoholic beverages for events. Full service bars are located on the concourse as well as beer taps at all of the concession stands. Private bars can be offered for VIP functions or backstage needs, etc. Orleans Arena reserves the right to dictate alcohol sales during all events.

#### **16-c Concessions Department**

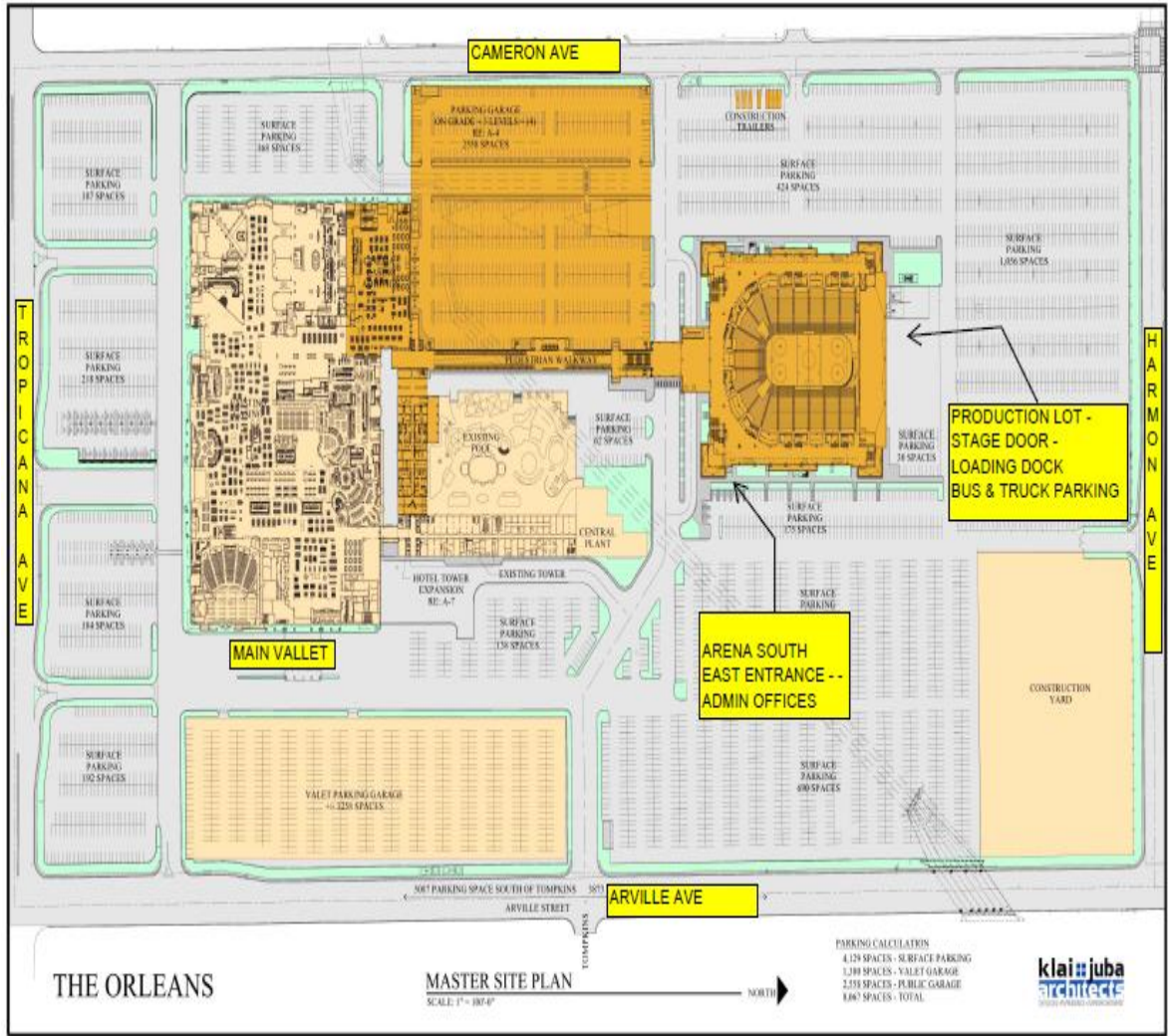
The Concessions Department is operated in-house by the Orleans Arena. There are (9) public concession stands offering a variety of products to choose from with very reasonable prices for the guests. A 150:1 point of sale ratio. Orleans Arena reserves all rights to the proceeds from Food and Beverage sales during events.

### **17. MERCHANDISE / NOVELTIES:**

Event merchandise can be sold through in-house Orleans Arena Merchandising Staff at select locations within the facility. Orleans Arena will provide merchandise carts and grids for display of merchandise as well as supply all sales staff as necessary. Merchandise percentage is negotiated in the License Agreement. Settlement of merchandise sales is completed at the end of each event and a sales report is generated for the merchandise provider.

**18. MAPS**

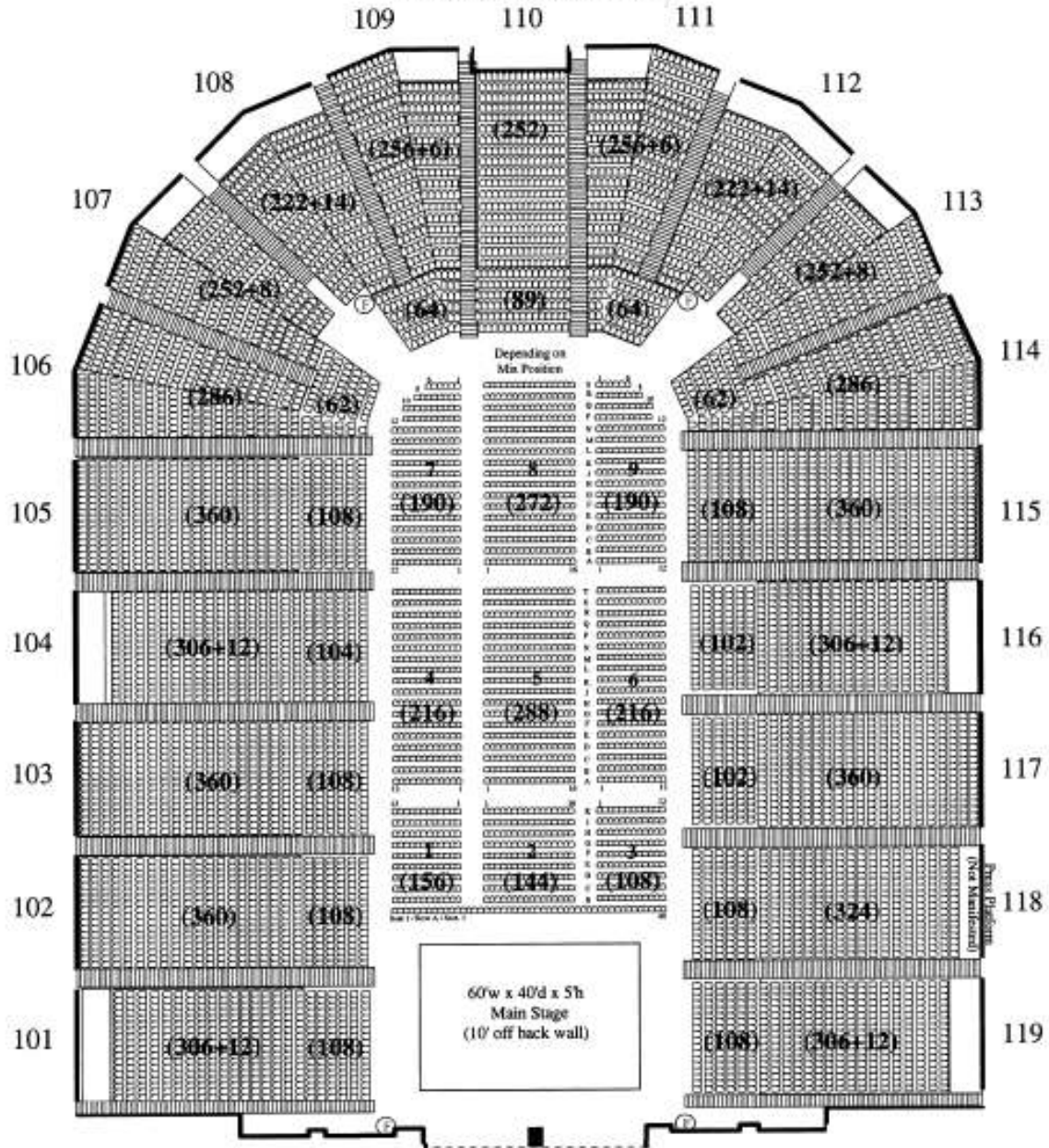
**18-a Site Map**



**18-b Event Level Generic Seating Configuration (full house)**



# Orleans Arena



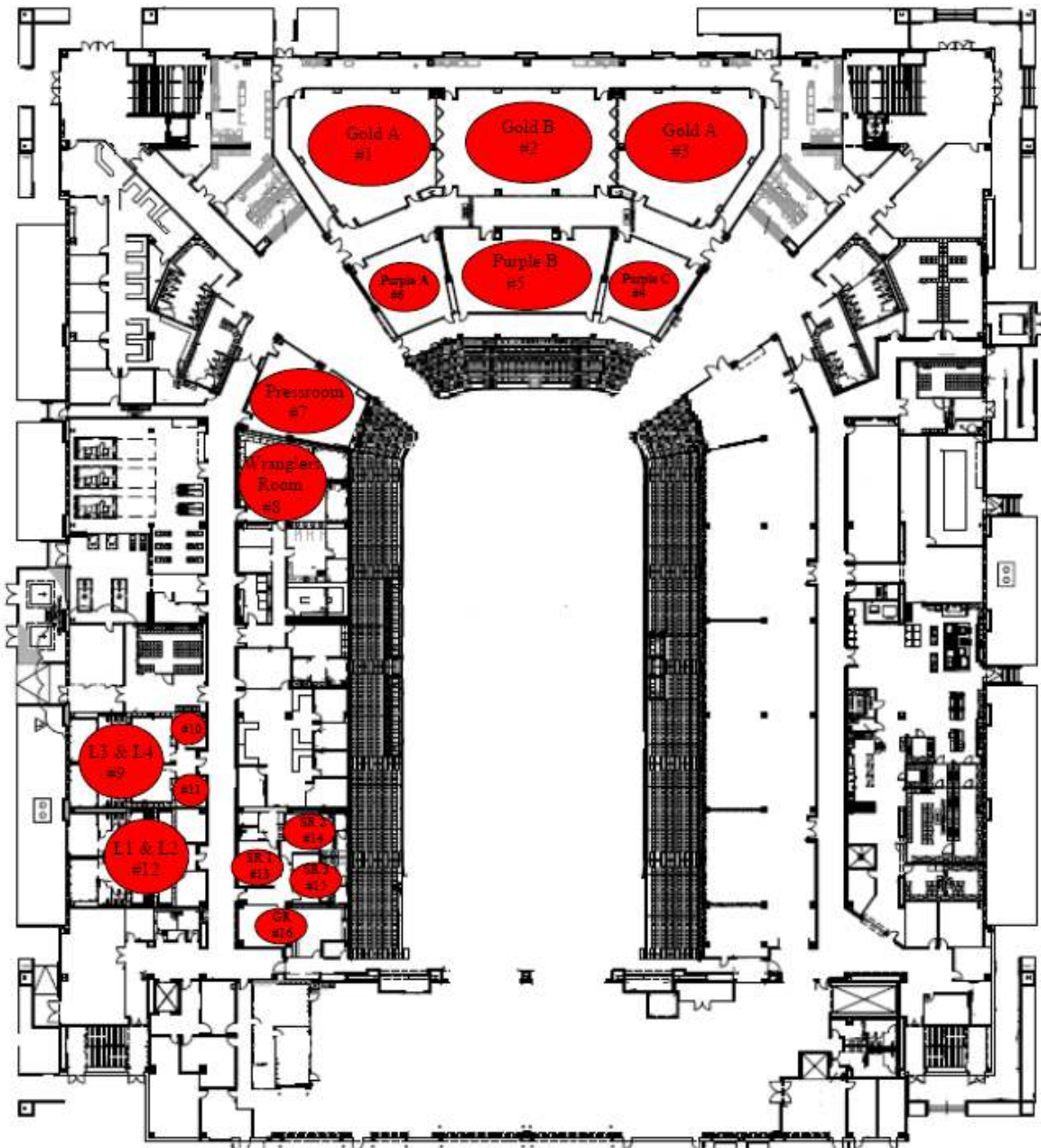
## END STAGE CONCERT (With Retractable)

7,141 Permanent  
1,780 Floor  
Total Capacity = 8,921  
(Revised 1/31/04)

Scale: 1" = 41'

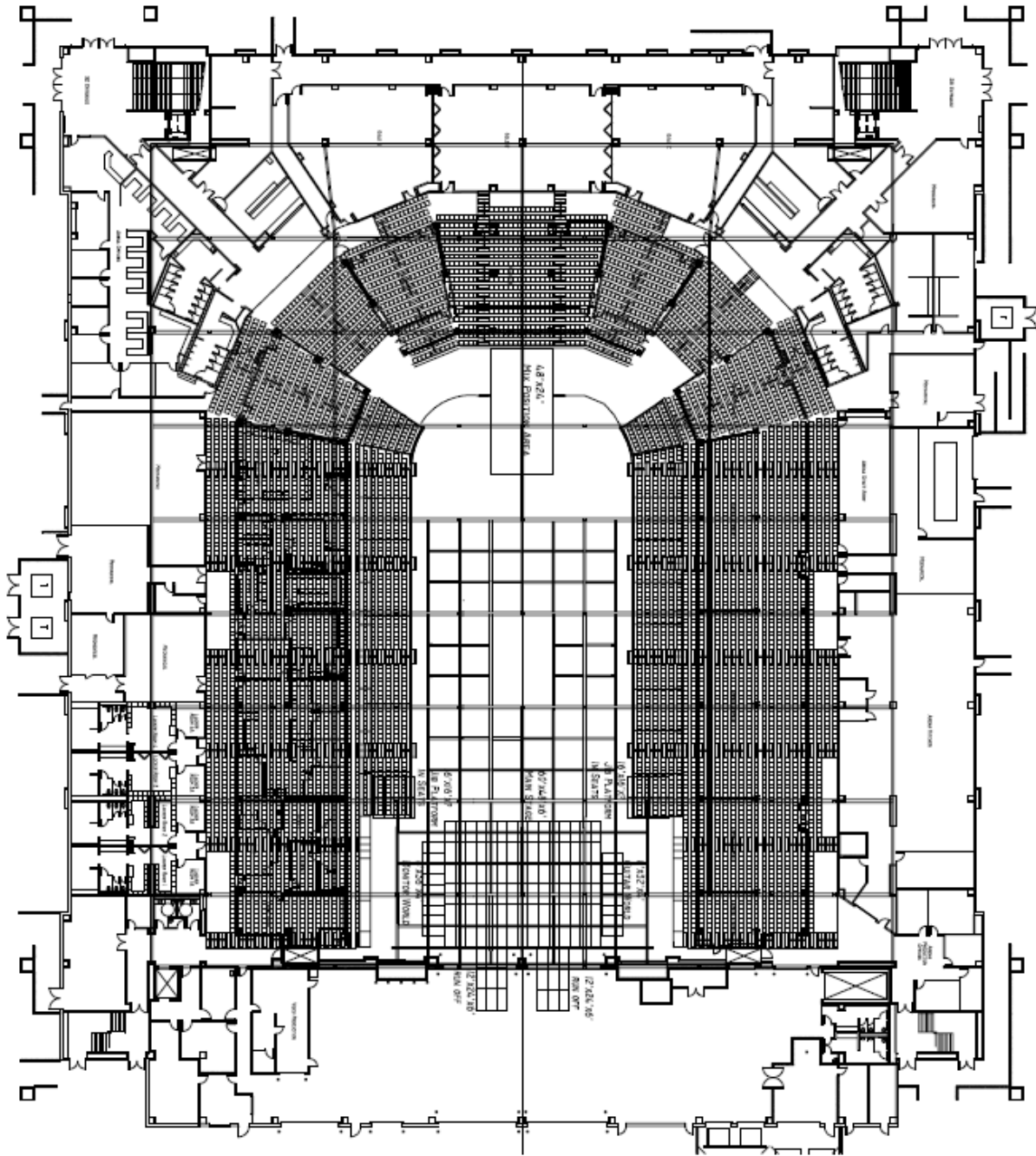
Ⓟ = Fire Hose Cabinet

18-c Event Level Meeting Rooms & Locker Rooms (back of house)





**18-d Rigging Map\*\***



**\*\* FOR ADDITIONAL FACILITY DIAGRAMS AND FORMATS,  
PLEASE CONTACT ARENA PRODUCTION MANAGER**