

National Opera Center Reopening Plan

June 2021 — Stage 5 Operating Procedures

Stage 5 — All Spaces Open on Weekdays, 10:00 a.m. – 6:00 p.m.

The National Opera Center is accepting applications for reservations in all spaces for audio and video recordings, private practice, private lessons, small ensembles, and appointment-only auditions on weekdays between 10:00 a.m. and 6:00 p.m. Rental requests will be approved in the order they are received, subject to a limit on facility utilization of no more than 30% of our usual capacity to ensure 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 5

1. BOOKING/RESERVATIONS

- a) Clients may submit requests via email to Reservations@operaamerica.org.
- b) All bookings must occur between 10:00 a.m. and 6:00 p.m. on weekdays. Requests for weekends and evenings will be reviewed and approved on a case-by-case basis, pending availability.
- c) For recording sessions, there may be no more than 10 artists involved at any given time, including accompanists.
- d) For auditions, there may be no more than 10 guests at any given time, including accompanists and panelists. Auditions are to be made by appointment only, and the renter must provide an audition monitor to assist with check-in.
- e) Due to reduced capacity, Marc A. Scorca Hall, Charles MacKay Studio, and Rehearsal Hall will be offered at a 20% discount. This discount does not apply to audition contracts or contracts that require tech support.
- 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) During this stage, recording packages have the following reduced rates:

OPERA America Members:

	ONE-HOUR SESSION	EACH ADDITIONAL HOUR
Single-Camera	\$300	\$150
Multi-Camera	\$350	\$150

Non-Members:

	ONE-HOUR SESSION	EACH ADDITIONAL HOUR
Single-Camera	\$350	\$175
Multi-Camera	\$400	\$175

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

2. GUEST ARRIVALS

- a) Entry to the facility is by appointment only. Reservations must be made in advance; no walk-ups allowed.
- b) All National Opera Center staff on duty have been vaccinated.
- c) All visitors are required to complete a form prior to their arrival, both stating 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.
- d) Visitors may not arrive more than 10 minutes prior to their scheduled session time.
- e) Artists may not bring additional guests. Artists under the age of 18 may be accompanied by one parent or guardian.

3. CAPACITY/EVENTS

- a) Severely reduced capacity has been instituted for all spaces:
 - o Economy studios will be limited to 2 occupants.
 - o Standard studios will be limited to 3 occupants.
 - o Premium studios will be limited to 4 occupants.
 - o Rehearsal Hall, MacKay Studio, and Marc A. Scorca Hall will be limited to 10 occupants at any given time.
 - o Conference rooms on the 8th floor will remain closed.
- b) No public events are allowed until further notice; the maximum capacity for any visiting group, with prior approval, is 10 people.
- c) Contracts in Marc A. Scorca Hall include the Green Room. Only 4 artists will be allowed in the Green Room at a time. Additional space must be reserved to accommodate parties larger than 4.
- d) No public events will be allowed.

4. PPE/SOCIAL DISTANCING

- a) The use of face masks is required for all guests outside of the Hall and 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 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 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.

5. CLEANING/SANITIZING

- a) A designated cleaning person, trained in COVID-19 cleaning protocols, will be regularly sanitizing the space every evening. Additional cleaning during bookings 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.

6. HVAC/AIRFLOW

- a) All National Opera Center HVAC units have been fitted with I-Wave BI-Polar Ionizer air cleaners which actively treat and kill pathogens in our spaces.
- b) 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.
- c) HVAC filter servicing has been doubled.

7. CONTACT TRACING/POLICY ENFORCEMENT

- a) Signage will be placed on every door, inside and outside, as well as in the lobbies and hallways reminding guests of guidelines.
- b) A daily log of all guests and staff on-site, along with their corresponding waivers, entry forms, contact information, and temperature readings, will be kept on file. This will be shared with the city's contact tracers if the Opera Center receives 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.