

National Opera Center Reopening Plan

April 2021 — Stage 2 Operating Procedures

Stage 2 — Marc A. Scorca Hall Only

The National Opera Center is accepting applications for reservations in Marc A. Scorca Hall for audio and video recordings and appointment-only auditions on Mondays, Tuesdays, Thursdays, and Fridays between 10:00 a.m. and 6:00 p.m. Due to the impact and concerns surrounding COVID-19, these policies will be in place:

Operating Procedures for Stage 2

1. BOOKING/RESERVATIONS

- a) Clients may submit requests via email to Reservations@operaamerica.org.
- b) All bookings must occur in Marc A. Scorca Hall between 10:00 a.m. and 6:00 p.m. on Mondays, Tuesdays, Thursdays, and Fridays. Requests for other weekdays will be reviewed and approved on a case-by-case basis, pending availability.
- c) For recording sessions, there may be no more than 8 artists involved at any given time, including accompanists.
- d) For auditions, there may be no more than 8 guests in the Hall 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) If approved, a contract will be emailed to the client; upon receiving a returned signed copy, the booking will be confirmed.
- f) Payment is due in full on the day of the booking prior to the start of the session.
- g) 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 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.
- c) Visitors may not arrive more than 10 minutes prior to their scheduled session time. They will have access to the Green Room to prepare for their session. Only 3 artists will be allowed in the Green Room at a time. Additional space must be reserved to accommodate parties larger than 3.
- 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) All studios and conference rooms, in addition to MacKay Studio and Rehearsal Hall, will be closed during this time.
- b) No public events will be allowed; the maximum capacity for any visiting group in Marc A. Scorca Hall at any given time, with prior approval, is 8 people.

4. PPE/SOCIAL DISTANCING

- a) The use of face masks is required for all guests outside of the Hall 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 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 regularly sanitizing the space between bookings. 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) An assessment of the filter system by an HVAC contractor has been carried out to ensure the Opera Center is using the best possible filtration system that the system can allow. The assessment found that the HVAC system is currently functioning at its manufactured capacity regarding airflow and filtration. The highest-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 has been doubled.
- c) An adjusted HVAC schedule provides as much outside air as the system will allow, to continuously ventilate the facility. Airspeed will be set to the highest level of movement possible, increasing fan speed and thus pushing air at the highest rate achievable by each individual unit's fan.
- d) All doors will remain open when spaces are not in use to maximize ventilation.

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.