

National Opera Center Reopening Plan

July–August 2021 — Stage 6 Operating Procedures

Stage 6 — All Spaces Open 7 Days a Week, 10:00 a.m. – 6:00 p.m.

The National Opera Center is accepting reservations for all spaces, 7 days a week, 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 75% of our usual capacity. Due to the impact and concerns surrounding COVID-19, these policies will be in place:

Operating Procedures for Stage 6

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. Requests for evenings will be reviewed and approved on a case-by-case basis.
- c) For bookings in Marc A. Scorca Hall and Rehearsal Hall, there may be no more than 50 artists involved at any given time.
- d) Auditions are to be made by appointment only — no open calls — 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.

2. GUEST ARRIVALS

- a) Entry to the facility is by appointment only. Reservations must be made in advance.
- 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 are required upon entry to the Opera Center. Anyone exhibiting a temperature higher than 100.4 degrees will not be granted access.

3. CAPACITY/EVENTS

- a) Marc A. Scorca Hall and Rehearsal Hall are limited to 50 occupants at any given time. There are no additional capacity restrictions in the vocal studios, MacKay Studio, or 8th-floor conference rooms.
- b) Public events may be allowed, subject to prior approval; the maximum capacity for any visiting group is 50 people.

4. PPE/SOCIAL DISTANCING

- a) The use of face masks is recommended for all guests outside of studios, at all times. Staff are required to wear masks and/or face guards at all times.
- b) Additional disinfectant wipes and masks are available to guests at the front desk.
- c) There are plastic barriers at the front desk to eliminate the need for close contact between staff and clients.
- d) There are 6-foot floor markings clearly laying out distancing requirements that visitors should observe.
- e) The artists' canteen, as well as its water fountain and vending machines, are open to clients for use at their own risk.

5. CLEANING/SANITIZING

- a) A designated cleaning person, trained in COVID-19 cleaning protocols, is regularly sanitizing the space every evening.
- b) Cleaning staff thoroughly clean all surfaces, door handles, piano keys, etc.

6. HVAC/AIRFLOW

- a) All National Opera Center HVAC units have been fitted with I-Wave BI-Polar Ionizer air cleaners that 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.

7. CONTACT TRACING/POLICY ENFORCEMENT

- a) Signage has been 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 is kept on file. This may 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 96 hours' notice (4 days) for any cancellations in Marc A. Scorca Hall, Rehearsal Hall, and MacKay Studio without penalty. Additionally, there is the option to reschedule to another date, pending availability and approval, with at least 48 hours' notice from the client. Less than 48 hours' notice will subject the client to the full contract payment.
- b) Clients must provide at least 24 hours' notice for any studio cancellations without penalty. Less than 24 hours' notice will subject the client to the full contract payment.