



GENERAL INFORMATION

Whittemore Center Arena (WCA)

University of New Hampshire

128 Main Street

Durham, New Hampshire 03824

Telephone Number(603) 862-1379

Facsimile(603) 862-1977

Box Office Information.....(603) 862-4000

<http://www.whittemorecenter.com>

Awards/Accolades

1996

- #9 Mid-Size Facility
Year End, Amusement Business

1997

- #2 University Venue
Year End, Amusement Business
- Top 10 Mid-Size Indoor Venue
Mid Year, Performance
- Top 10 Mid-Size Indoor Venue
Mid Year, Amusement Business
- #6 Mid-Size Indoor Venue
Year End, Performance

1998

- #1 Mid-Size Arena
Mid Year, Performance
- #5 Mid-Size Indoor Venue
Mid Year, Performance Magazine
- Nomination, Facility of the Year
Performance Magazine

2000

- #4 University Mid-Size Venue
Year End, Amusement Business

2001

- #7 Mid-Size Arena, Year End
Amusement Business/Billboard

Management

The Whittemore Center Arena is owned and managed by the University of New Hampshire.

Facility Personnel

Nicole Ayer.....Box Office Manager
nicole.ayer@unh.edu (603) 862-4536
Carrie Barron.....Events Coordinator
carrie.barron@unh.edu (603) 862-4386
Griffin Richard.....Operations Manager
griff@unh.edu (603) 862-4403
Sean Ahearn.....Asst. Operations Manager
sean.ahearn@unh.edu (603) 862-4718

Facility History

The Whittemore Center Arena is a \$30 million multi-purpose arena that opened in November 1995. The Arena seats over 6,100 for hockey and other ice events and can be arranged to seat up to 7,600 for concerts, family shows and other events. Located on the University of New Hampshire campus in Durham, the Arena draws on a captive audience that encompasses three states, six counties and over 1.1 million people within a 45-mile radius. The Whittemore Center Arena is the home to the UNH Wildcats athletics as well as many special events. Here is a sample of some of the events:

University of New Hampshire Athletics

Men's and Women's Ice Hockey
Hockey East & ECAC Quarter-finals
Men's and Women's Basketball
Women's Gymnastics
1996 & 1998 Collegiate Hockey All Star Game
2002 & 2005 NCAA Women's Frozen Four National Ice Hockey Championships
NCAA Regional Women's Gymnastics Championship

Concerts

Alanis Morissette * Tori Amos * Dave Matthews
Brooks & Dunn * Lorrie Morgan * Jewel
Black Crowes * Rusted Root * Tim McGraw
The Boston Pops * Bob Dylan * Adam Sandler
The Wallflowers * Andre Rieu
Tony Bennett * B.B. King * Godsmack

Family Shows

Champions on Ice
Bill Cosby
Disney on Ice * Grease on Ice
David Copperfield
WWF - Monday Night Raw is War
World Gold Medal Gymnastics Tour
Harlem Globetrotters
Royal Lipizzaner Stallions
WCW Thunder

Miscellaneous

Boston Bruins Black & White Game
Seacoast Business Expos & Home Shows
Cats
Lord of the Dance
Jesus Christ Superstar
2000 NH Republican Fundraising Dinner

Parking

There are numerous parking lots near WCA. Follow signs to correct lots for that day's event. VIP Parking is available for certain special events. Call 603-862-4000 for availability.

Location

Whittemore Center Arena is located on the campus of the University of New Hampshire, 128 Main Street (Route 155A) Durham, New Hampshire. Strategically located one hour from Boston, Massachusetts, Portland, Maine, and Manchester, New Hampshire. WCA is easily accessible by Route I-95 and the Spaulding Turnpike.

TELEPHONE NUMBERS

Whittemore Center Arena (603) 862-1379
Facsimile(603) 862-1977
Police (603) 862-1427
Fire(603) 862-1426
Emergency 911
Wentworth-Douglas Hospital (603) 742-5252
Production Office (603) 862-4856
(603) 862-0752
(603) 862-0753

Area Hotels:

Durham: New England Center.... (603) 862-2800
Holiday Inn Express....(603) 868-1234
Dover: Comfort Inn and Suites.....(603) 750-7507
Portsmouth: Suisse Chalet.....(603) 436-6363
Holiday Inn.....(603) 431-8000
Hilton Garden Inn..... (603) 431-1499
Sheraton.....(603) 431-2300

LOGISTICAL INFORMATION

Dressing Rooms

There are four (4) dressing rooms and one (1) Officials room available for show use, note Locker Rooms A and B share the same bathroom and shower facilities as do Locker Rooms C and D.

	Room Size	Ft to Stage	Restrooms	Showers
Locker Room A	14'x 20'	150'	yes	yes
Locker Room B	14'x 20'	140'	yes	yes
Locker Room C	19'x 24'	130'	yes	yes
Locker Room D	19'x 24'	120'	yes	yes
Officials Room	8'x 10'	30'	yes	yes

Sound System

The Whittemore Center Arena house sound system provides a full range of high power sound to all seats in the arena. The system is made up of a custom, full range, sound cluster suspended from the center of the arena roof. The sound control room is located at the rink level behind Section 112. There are multiple XLR inputs around the arena walls at floor level as well as the press box on the South Concourse level going to a patch in the sound control room. Individual speakers are located at concession stands, bathrooms, Skyboxes, main lobby, and function rooms. The arena is also equipped with an in-house listening device system for the hearing impaired.

Forklift

The arena owns a 5,000 lb. forklift that is available for rent. It is propane fueled, has a lift height of 15', and is equipped with side shift. Fork length is 4' (6' with extensions).

Rigging Lift

A Snorkel boom lift is available for rigging. It has a 60' reach height and a two-person bucket for up-rigging.

Spotlights

Whittemore Center Arena has four Super Trooper II spotlights (2,000 watts). All spotlights are portable and can be located in any position around the concourse. Additional spotlights can be rented at show's request. There is **no** in-house headset system; a system can be rented at show's request.

Staging

Whittemore Center Arena has a StageRight portable stage. It will accommodate a 64'x48' or 80'x40' main stage. Sections are a reversible 4'x8' with black techstage finish. The height of the stage can vary from 4' to 6' in 4" increments. Accessories include a disabled ramp, stairs, guardrails, skirting and loading ramp.

Mixer Platform

The standard mix size is 16'x24'; height can vary from 16" to 24" (size at discretion of show).

Seating Risers

Stage and mixer decks can also be used for seating risers that can accommodate up to 500 patrons for basketball and special event set-ups. Height can vary from 4" to 12".

Electrical Power

Consists of 3 separate 400 amp services, 3 phase, 120/208 volts. Power is located 75' upstage center and has female Camlock connectors. There is shore power available for buses/production vehicles.

Emergency Equipment

Fire sprinklers, smoke sensors, and fire extinguishers are located throughout the arena and office areas. An emergency generator will provide power in case of a power failure.

Floor(s)

The arena floor is 100' x 200' with full ice capabilities. An Olympic-size ice sheet can be made. The area of the floor is 19,500 square feet. The floor load is 250 pounds per square foot. A Robbins portable basketball floor 112'x60' is available as well as a Homasote 100'x200' portable ice deck.

Lighting

The house light controls are located in the Operations Office at the West End rink level. Event lights consist of 132 metal halide 1,000 watt lights. Fixtures can be controlled in pairs of two; these lights cannot be dimmed. House lights consist of 46 quartz, 900 watt lights, these lights may be dimmed. Maximum lighting for events is 150 vertical foot-candles and 250 horizontal foot-candles.

Load-In

Show load-in is located at the West End of the arena, approximately 50' from the arena floor. There is one (1) 10'x13' roll-up door. There is adequate parking for five (5) buses or trucks outside the load-in area. Arrangements will be made to park additional vehicles at other sites on campus. Fees may be incurred on weekdays during regular business hours.

Locks and Keys

All locker/dressing rooms can be secured with locks and keys. Keys for each room can be checked out through the Operations office. All persons who sign out keys will be responsible for return of the keys at the conclusion of the event.

Production Office

A Production Office is available in the locker room hallway, 9'x15' in dimension. The production office is equipped with three permanent telephone lines, (603) 862-4856, (603) 862-0752 and (603) 862-0753. There is a \$50 long distance estimate per line per day. High Speed internet service is also available for a charge of \$50 per day. The upstairs press area that measures 10'x20' can also be used as a Production Office.

Rigging

Distance from arena floor to ceiling is 57'8". Distance from floor to low steel is 43'8". Total rigging weight is 45,000 lbs. over a 60'x40' area, or 18 lbs. per square foot. Arena rigging plans are available from the Operations Office. All show rigging plans, including the weight of each point, must be submitted to and approved by management before any rigging is done. **NOTE:** Because of roof structure (there is no catwalk) a lift must be used for rigging. A 60' boom lift is available in-house.

Scoreboard

For sided scoreboard is dead center of the arena and is 14' square. The bottom of the scoreboard is 32' from floor.

Telephones

Telephones can be installed in any of the locker rooms or arena locations. There is a \$50 charge for each line installed. Campus telephones are located at each end of the rink level, on the concourse behind Section 121 and in the Main Lobby by the elevator.

Features for Patrons with Disabilities

All entrances to the concourse level of the arena are wheelchair accessible. Designated disabled parking is available on the arena access road, near Door C, opposite the Dairy Bar Restaurant. An elevator is available inside the arena to provide access between levels. Disabled seating is available at various locations around the concourse. The arena is equipped with an in-house listening device system for the hearing impaired.

CAPACITIES

Concert Capacities

End-Stage Concerts (360')	7,381
End-Stage Concerts (270')	6,481
End-Stage Concerts (180').....	5,242

Sports Capacities

Basketball	6,872
Ice Events	6,086

NOTE: All capacities are subject to change depending on the event requirements; capacities do not include production kills.

General Admission

General admission or open floor seating is permitted only with prior arena management approval.

Seats

Fixed seating is made up of 4,150 plastic molded chairs with backs located along the sides and corners of the arena and 1,982 bench style seats with no backs located in the end zones. Disabled seating for 128 persons is located around the concourse. Portable chairs are upholstered and interlocking for use on the arena floor (total depends on event set-up).

TRADE SHOWS

The Arena features 19,500 sq. ft. of column free exhibition space. The floor can be designed to accommodate up to 134 display booths (8'x10'). All necessary pipe & drape required to assemble booths can be arranged through the Arena, although the rental costs are the responsibility of the tenant. The Arena concourse is also available for displays, with the prior approval of management.

RENTAL RATES

This rate is incorporated as part of the contract as follows:

Arena: \$3,500 per day or 12% of the gross ticket sales, whichever is greater, plus applicable expenses.

Move-In, Move-Out, Rehearsal Days: \$2,000 per day, plus applicable expenses.

Function/Meeting Room Only: \$300 per day, plus applicable expenses.

Ice Time (Non-Spectator Event): \$230 per hour, plus applicable expenses.

Taxes: None

Miscellaneous: All rental charges refer to the rental of the building and do not include the cost of labor, equipment, or other event costs not explicitly stated otherwise.

NOTE: All rates are subject to change.

RENTAL CONDITIONS

Deposit Requirements and Procedures

A One Thousand Dollar (\$1,000) deposit is required as consideration in order to secure a date at the Arena. This amount is due upon execution of the contract or whenever a date is challenged by another promoter. In case of multiple events, WCA will hold the \$1,000 as a floating deposit unless those dates are challenged, in which case the promoter must provide the additional deposit for each challenged date. WCA Management reserves the right to require an additional sum in advance as a damage deposit, which is refunded after the event is settled and when a check of the facility is completed. The management further reserves the right to require a deposit to cover all estimated expenses, including but not limited to: rent, set-up, staffing, damages, advertising, electrical services and miscellaneous equipment.

Box Office/Ticketing

WCA is affiliated with New Era Tickets. Tickets to arena events are available at the WCA Box Office, by phone at 866-WILDCAT, and online at whitemorecenter.com. WCA Box Office hours are Monday-Friday 10 am-6 pm, Saturday 10 am-5 pm. The Box Office will remain open later on event days. Summer Box Office hours are Monday-Friday 9 am-5 pm. The Box Office information telephone number is (603) 862-4000. The Arena has an exclusive contract with New Era Tickets. The network includes a toll free Phone number 1-800-WILDCAT staffed 24 hours A day, or online at www.whitemorecenter.com, and Click through to purchase tickets.

Box Office Rates and Regulations

- A. Our Box Office is required use at all ticketed events in order to provide accurate control of receipts and maximum service to patrons, unless otherwise provided for by contract.
- B. Box Office charges 3% of adjusted gross ticket receipts or \$500 per performance, whichever is greater unless otherwise negotiated by contract.
- C. The University of New Hampshire has implemented a \$.50 per ticket surcharge to be included in the price of each ticket. This covers the costs associated with operating and patrolling the parking lots during events as well as maintenance and repairs to those lots throughout the year.
- D. Box Office charges cover regular Box Office expenses, including the cost of ticket sellers and ticket stock.
- E. A credit card fee of 3.1% of gross NE phone sales and 3.0% of WCA Box Office credit card gross sales will be collected as part of event settlement.
- F. House receives 50 complimentary tickets or 1% of capacity, whichever is greater for each performance. In a reserved house, management shall determine the location of its complimentary tickets. WCA shall order, audit and determine sales outlets for all tickets sold for Arena events. Management shall have complete custody and control of all monies received from the sale of tickets for the purpose of applying same toward payment of any balance for rent or otherwise due the Arena. All money received from ticket sales shall be deemed held in trust by WCA as a bailment for the benefit of ticket purchasers. At no time will tickets be placed on sale unless a contract is signed and record of deposit is on file.

Settlement

WCA requires a Box Office statement and settlement of all monies owed upon closing the Box Office for the final show.

Advertising - Mandatory Use of Logos

When placing advertising for events at the Arena, the promoter is required to use the Arena's logo (art work will be provided by Arena), in addition to the Ticket sponsor logo (if applicable) in all print and television ads. All advertising is subject to the approval of management before being placed.

Insurance

Each tenant must provide a public liability policy with a minimum combined single limit of \$2,000,000.00 naming the WCA, the University of New Hampshire as additional insured. A certificate of insurance must be received not later than 10 days prior to the event date.

EQUIPMENT & SERVICE RATES

Event Requirements and Staffing

WCA will provide, and the lessee will be charged for all event-related staffing. WCA requires general security for the building perimeter area and periodic internal patrols. Additional security may be added to the event, if in management's opinion the safety of the public is endangered. All event requirements must be coordinated with, and approved by WCA at least 14 days prior to the event. If an event is canceled for any reason other than an act of God, a refund will not be made.

Event Personnel

All calls are on a 4-hour minimum

Front of House Rate

Usher Supervisor \$10.25/Hour
Usher \$9.00/Hour
Ticket Takers \$9.00/Hour
Door Guards \$9.00/Hour
Ticket Seller \$9.00/Hour
Receptionist \$10.25/Hour

Security Rate

Security Supervisor \$11.00/Hour
Security \$10.25/Hour
Outdoor Security \$11.00/Hour
Sub-Contract Security \$16.00/Hour
Police Supervisor \$45.00/Hour
Police \$42.50/Hour
Fireman (Fire Watch & Pyro) \$60.00/Hour
Fireman (Medical) \$52.00/Hour

Operations Rate

Set-Up \$10.25/Hour
Event Stand-by \$10.25/Hour
Take-Down \$10.25/Hour
Sound/Light Technician \$12.50/Hour
Clean-Up \$9.25/Hour
Event Attendants \$9.25/Hour
Electrician \$40.00/Hour

Stagehands Rate

WCA is an IATSE facility subject to terms of CBA
Stagehands \$21.15/Hour
Rigger \$26.25/Hour
Spot Operator \$21.15/Hour

Equipment Rate

Fork Truck \$200.00/Day
Stage \$300.00/Day
Rigging Lift \$300.00/Day
Spotlights \$100.00/Day
Tables \$10.00/Day
Telephone Line Installed \$50.00/Each
Telephone Long Distance Estimate \$50.00/Each

Merchandise/Novelties

The Arena will retain thirty percent (30%) of net merchandise/novelty sales. Net sales shall be gross receipts minus security and credit card fees.

Food and Beverage

All food, beverage, and concessions are operated and controlled by Boston Culinary Group (BCG). Together with WCA, BCG will determine the number of stands needed to serve the public. All arrangements for serving food and beverages, and sale of concessions should be made through BCG.

RULES AND REGULATIONS

Alcohol

No alcoholic beverages are allowed inside the WCA. Beverages may be sold during events by permit only.

Patron Regulations

The following items cannot be brought into the Arena by its patrons: food, beverages, alcohol, bottles, cans, coolers, illegal drugs, fireworks, weapons, aerosol cans, air horns, laser pointers, animals (except service animals), large signs or banners. The use of cameras, recording equipment and video equipment is permitted at the discretion of the event.

Re-selling of Tickets (Huckstering/Scalping)

Re-selling of tickets by private parties is prohibited on WCA property.

Smoking

Smoking is not permitted inside the WCA. Designated smoking areas are provided for certain events.

Sponsorships

Signage rights inside and outside the Arena are owned by the University of New Hampshire. Advertising signs or banners tenants wish to display must be pre-approved by WCA.

General Rules

Helium balloons are not allowed in the building. Stickers and adhesive backed decals are not to be given out in or around the building. The cost of removing excessive tape will be the responsibility of the tenant. Nails and screws are not to be driven into the arena floor and walls.

Selling of Illegal Merchandise (Bootlegging)

Selling of illegal merchandise (merchandise not sold under the approval of WCA Management) is prohibited on WCA and University property.

Guidelines for Exhibiting Motorized Vehicles

The maximum amount of fuel contained shall be no more than 1/4 tank or 5 gallons per vehicle. Any vehicle with any type of leak will not be permitted to be displayed. There shall be no refueling of vehicles inside the building. There shall be no repair work done on vehicles while inside the building. There shall not be any storage of flammable fuel in the building except for that which is in the vehicle.

Vehicles may not be started except for move-in and move-out. Batteries must be disconnected at all times while in the building except for move-in and move-out. Fuel tank doors must be locked or fuel caps taped shut. There shall be an adequate amount of fire extinguishers in and around the area where the vehicle is being displayed.