

Frequently Asked Questions

Requesting Dates

- **When can we request dates?**
Dates may be *requested* at any time. However, dates are not *granted* until the LPAT can guarantee that they are available.
- **In what order are requests granted?**
FIRST: Requests from the City of Liberty are granted. (The City requests only a very small number of dates per year.)
SECOND: Requests from the Liberty School District are granted. The District may request as many as 140 dates per school year (late August through late May), of which no more than 20 dates may fall on a weekend. However, to obtain this special placement, the District must submit their requests by March 1 prior to each new school year. After that point, additional requests are granted as below.
THIRD: Requests from clients are granted in the order in which we receive Date Request Forms.
NOTE: Once a date has been granted and reserved to any client, another client cannot take it, even if the other client would otherwise receive a higher priority order.
- **What about short-notice requests?**
Requests can usually be granted and processed normally with as little as six weeks advance notice. Depending on circumstances, reservations might be granted with even less notice; however, higher rates and certain restrictions will apply.

Reservation Deposits

- **What is the purpose of the Reservation Deposit?**
In essence, it is ‘cancellation insurance’ benefiting both the LPAT and the client,

namely: a) the client is guaranteed that the LPAT will not cancel their reserved dates and give them to another client; and b) the LPAT is mildly protected from certain clients who might reserve valuable, saleable dates – and then cancel them. Although non-refundable, the Reservation Deposit is *not* an extra charge; rather, the Deposit received for each date is applied to the charges accrued on that date.

- **Can a Reservation Deposit be ‘moved’ from one date to another?**
No, because doing so is, in reality, canceling one date and reserving another.
- **If a reserved date is cancelled, how much of the Reservation Deposit will be refunded?**
A prorated refund will be granted if written cancellation notice is given with ample advance notice prior to the start of the event, as shown below:

<i>Time between cancellation notice and the event</i>	<i>Percent of Reservation Deposit refunded</i>
At least 18 months	100%
At least 15 months	75%
At least 12 months	50%
At least 9 months	25%
Less than 9 months	no refund

Rental Costs

- **Are reduced rates available for non-profit organizations?**
Currently, the rates are the same for all rental clients. However, the LPAT is working to establish a rental subsidy program, possibly beginning in late 2009. Once established, program details and applications will be available on the LPAT

website. However, you are welcome to contact us for more information.

- **Can we get credit for a referral?**

Yes. Existing clients receive a \$300.00 Facility Charge credit for each new client which they successfully refer to the LPAT. There is no limit to the number of credits which may be earned. Here are the qualifications:

- The referred organization and their key personnel must be completely new LPAT clients.
- Before a new client's event becomes public knowledge, either you or the new client must clearly inform us that the referral is yours (preferably in writing).
- The credit will be added to your account *after* the new client's event has ended and been paid in full.

Your credit MAY be: a) applied toward LPAT facility charges, equipment charges, or reservation deposits; b) applied, in whole or part, toward one or more of your upcoming events; c) given by you, in whole or part, to any other LPAT client; d) used up to four years after the receipt date.

Credit may NOT be: a) applied toward personnel charges or service charges; b) used to create a refund; c) applied to an event which has already ended, or which will end before the credit is actually earned.

Other Questions

- **Does the LPAT provide assistance with event marketing?**

Yes. The following optional marketing services are available (at no charge if using LPAT ticketing services):

- We will provide a dedicated page on our web site for you to announce your ticketed event. Send us a short, well-worded

synopsis, and one or two clear pictures (jpg format).

- If you have a page on our web site, your event listing can also be included with our Coming Events e-newsletters.

- We will assist in proofing your press release.

- We will display your event poster and flyers in our lobby, beginning about one month prior.

- After the event (to assist with future events), we will send you the patron list – showing the name and address of patrons who purchased tickets to your event.

- **Does the LPAT co-promote events?**

Usually, the LPAT serves solely as a rental venue for events which are produced by other organizations. However, the LPAT may consider serving as a co-promoter with the producer of a major public event. In this relationship, the LPAT will not charge for any of its services. Rather, an agreement will be made to divide the ticket sales. The split percentage will be directly relative to the risks and expenses of each organization. Expenses covered by the LPAT typically include the venue, the technical staff, the ticket sales staff, and basic stage equipment. Expenses covered by the producer typically include the production itself, the event marketing, and the non-technical production staff. To qualify for co-promotion consideration, an event must 1) be a complete, high-quality production which has wide public appeal and acceptance; 2) have a reasonably strong expectation of financial success; 3) fit suitably into the LPAT calendar, with at least six months lead time; and, 4) fit within the LPAT's ability to assist with event responsibilities.