



**RBC  
Center**

# PROMOTER'S GUIDE

*Technical Facility Information*

**1400 EDWARDS MILL RD  
RALEIGH, NC 27607  
919.861.2300  
**RBCcenter.COM****

## **CONTENTS**

<b>TELEPHONE DIRECTORY</b>	<b>SECURITY AND SAFETY</b>
<b>BUILDING SPECIFICATIONS</b>	Pyrotechnics
Floor Dimensions	First Aid
Stage dimensions	Search procedures
Seating Capacity	<b>ADDITIONAL SERVICES</b>
Dressing Rooms	Marketing/promotions
Press Rooms	Group sales
Seating Layouts	Hospitality
Moonlight Theater	Food and beverage services
<b>TECHNICAL INFORMATION</b>	Merchandising
Electrical power	<b>PARKING AND ACCESS</b>
Lighting and Acoustics	Location (from major highways and airport)
Loading Docks	Parking Map
Rigging	Parking directions
House Equipment	<b>GREATER RALEIGH AREA INFORMATION/HOTELS</b>
Scoreboard and Message Board	<b>LOCAL SERVICES</b>
Telephone Service	Limousines / Taxi Cab Rates
Television Service	Massage Therapists / Day Spas
Video and Audio Production	Dry Cleaners
<b>RATES AND CHARGES</b>	Urgent Care Hospitals
Ticketing	Convention Services
Merchandise stands	<b>APPENDIX</b>
Labor Fees	License Application
Jumbotron fees	Facility Heightened Security Procedures
Catering Fees	

## ***DEAR PROSPECTIVE CLIENT,***

Welcome to the RBC Center, one of the finest sports and entertainment venues in the United States. With state-of-the-art facilities, staff, equipment, and the utmost commitment to providing a quality atmosphere and client services for you. The RBC Center will help you create a first class environment for you, your clients, guests, and fans alike.

Open since October, 1999 the RBC Center has hosted a wide array of events such as NHL's Carolina Hurricanes, NC State University Basketball, concerts, motorsports, sporting events, the circus, ice shows, conventions, meetings and much more. The facility has the ability to host anything from small intimate functions to large-scale tradeshows and concert events.

We are confident that you will find the RBC Center and its surrounding demographic market of 2.5 million people to provide a broad base of patrons for your event. Our entire staff is dedicated to making your event a great success.

On behalf of our entire organization, we would like to thank you for your interest in our facility. We look forward to hosting your event and seeing you in the near future.

Best Regards,  
Davin Olsen, Vice President and General Manager

## RBC CENTER TELEPHONE DIRECTORY

### BOOKING

**Davin Olsen**                      **VP & GM of RBC Center**                      **861.2300 X 5104**

### EVENT PRODUCTION

**Rob Douglas**                      **Sr. Event Coordinator**                      **861.2300 X 2806**

Zach Lawless                      Sr. Production Coordinator                      861.2300 X 2804

### MARKETING/WEBSITE

Crystal Pace                      Marketing Coordinator                      861.2300 X 2807

### BOX OFFICE

**Bill Nowicki**                      **Box Office Manager**                      **861.2300 X 3330**

Joe Sousa                      Box Office Supervisor                      861.2300 X 3364

Brian Slais                      Group Sales Manager                      861.2300 X 2906

### FINANCE

**Billy Taurig**                      **Director of Arena Finance**                      **861.2300 X 5513**

### EVENT SERVICES

**Larry Perkins**                      **Assistant General Manager**                      **861.2300 X 2811**

Julie Peck                      Event Services Manager                      861.2300 X 2809

Clinton Peterson                      Security Manager                      861.2300 X 2808

Jeff Moore                      Parking Manager                      861.2300 X 2802

### OPERATIONS

**Dan McGowan**                      **Operations Manager**                      **861.2300 X 6157**

Rick Dunning                      Facilities Manager                      861.2300 X 6159

### FOOD & BEVERAGE

**Michael Bekolay**                      **Director of F & B Services**                      **861.2300 X 1434**

Chris Diamond                      Catering Manager                      861.2300 X 4317

Rick Rhodes                      Concessions Manager                      861.2300 X 1472

### MERCHANDISE

**James Blich**                      **Retail Operations Manager**                      **861.2300 X 2830**

### JUMBOTRON/VIDEO SERVICES

**Pete Soto**                      **Director, CanesVision**                      **861.2300 X 2212**

### FACSIMILE NUMBERS

919.861.6214 (Booking/Marketing) / 919.861.2310 (Operations/Event Services)

### MAILING ADDRESS

1400 Edwards Mill Rd  
Raleigh, NC 27607

**EMAIL** First name + Last initial@RBCcenter.com - i.e.: Robd@RBCcenter.com

*(All telephone numbers are based in area code 919)*

# CAPACITIES

## FLOOR DIMENSIONS

Total Arena Floor Size – 27,500 square feet (85 x 250)

Total Ice – 17,000 square feet (85 x 200)

## STAGE DIMENSIONS

The portable stage is 40'x60' without wings. Two 4'x16' wings may be added. An in house barricade is available for use in staging setup.

### ENDSTAGE 360 (w/standard kills)

FLOOR	1616
LOWER LEVEL	8651
CLUB LEVEL	1900
UPPER LEVEL	6638

TOTAL: 18,805

### CENTER STAGE 360 (w/no kills)

FLOOR	1600
LOWER LEVEL	9309
CLUB LEVEL	1900
UPPER LEVEL	6638

TOTAL: 19,447



### ENDSTAGE 270 (w/standard kills)

FLOOR	1616
LOWER LEVEL	6538
CLUB LEVEL	1308
UPPER LEVEL	4284

TOTAL: 13,746

### ENDSTAGE 180 (w/standard kills)

FLOOR	1616
LOWER LEVEL	6126
CLUB LEVEL	1228
UPPER LEVEL	3950

TOTAL: 12,920

### HALF-HOUSE (w/standard kills)

FLOOR	884
LOWER LEVEL	4560
CLUB LEVEL	1020
UPPER LEVEL	3547

TOTAL: 10,011



These figures are based upon standard 40 x 60 stage size and should be used as an estimate only. They are subject to change as each show's kills and dimensions dictate.

## BUILDING SPECIFICATIONS

### DRESSING/FUNCTION ROOMS

Star Dressing Room 1 (1115):	205 ft <sup>2</sup>
Star Dressing Room 2 (1117):	230 ft <sup>2</sup>
Officials Room 3 (1122):	160 ft <sup>2</sup>
Officials Room 4 (1124):	135 ft <sup>2</sup>
Production Office (1127):	225 ft <sup>2</sup>
Locker Room 1:	630 ft <sup>2</sup>
Locker Room 2:	500 ft <sup>2</sup>
Locker Room 3:	500 ft <sup>2</sup>
Locker Room 4:	630 ft <sup>2</sup>
Press Workroom:	1000 ft <sup>2</sup>
Press Lounge/Interview Room:	1600 ft <sup>2</sup>
Green Room:	920 ft <sup>2</sup>

### PRESS ROOMS

A press lounge, workroom and darkroom are available on the Press Level. Television and radio booths, working press area and lounges are located on the press level. Full broadcast capabilities include television feeds throughout the building for both remote and live event broadcasts. Telephone service can also be arranged on this level.

### MOONLIGHT THEATER

The Moonlight Theater at the RBC Center was created due to the demand for a smaller, more intimate concert space. Its 5,000-10,000-seat capacity fills the void left between the RBC Center (capacity 19,500) and other local venues (capacities 3,000).

To create the theater, the public area in the RBC Center transforms into a more theatrical environment. The arena is transformed by a large curtaining system that creates an intimate space in the theater. This curtain, combined with the unique acoustical clouds to enhance sound quality, make the Moonlight theater perfect for a warm, personal show. The Moonlight Theater creates its own unique identity within the entertainment industry. It is a groundbreaking venue which provides an enticing alternative for major attractions considering Raleigh is a viable location to bring exciting entertainment.

### CAPACITIES

Floor	884-1084
Lower Bowl	4,560
Club Level	1,020
Upper Level	3,547 (if needed)



## TECHNICAL INFORMATION

### ELECTRICAL POWER

USC: (2) 600A 208VAC LIGHT  
(2) 200A 208VAC LIGHT  
(1) 400A 208VAC SOUND  
(1) 200A 208VAC SOUND  
(1) 100A 208VAC SOUND

### FLOOR POWER IN EACH OF THE FOUR CORNERS:

(3) 200A 208VAC

Shore power at loading dock for up to 12 vehicles

### LIGHTING AND ACOUSTICS

State-of-the-art lighting and sound equipment are available at the RBC Center.

Spotlights: 10 Strong Xenon Super Trooper II (2k)

### HOUSE LIGHTS

Shuttered Metal Halide Sports Lights supplemented with fluorescent and quartz fixtures controlled from Security Control Backstage and House Sound Room.

### LOADING DOCKS

3 loading docks w/Levelers NOTE: 8' door height

2 full height freight doors (14')

1 Freight Elevator with accessibility to all levels

1 passenger elevator with accessibility to all levels

### RIGGING

Floor to Beam: 86 feet

Show Grid Capacity: 120,000 pounds Open steel in approximately 10' x 15' bays on stage end of building

### APPROVED LABOR SERVICE

Stagehands TBA, LLC: 803.622.8923 IATSE Local 417: 919.422.0866

Riggers IATSE 574: 336.727.7577

Contact Arena Production Supervisor before scheduling (919.861.6158)

### HOUSE EQUIPMENT

40 - 8'x3' tables

40 - 6'x3' tables

40 - 60" round tables

20 - 6'x18" tables

1900 padded, interlocking folding chairs

72 feet of barricade

Ample bike rack

4'x8' pieces of performance stage (4-6 ft high)

6'x8' risers/stage (18-32 inches high)

2 - 6,000 lb. capacity forklifts (LP gas)

2 - Olympia ice resurfacing machines

Pipe and drape:

400 ft black

80 ft red

### TELEPHONE SERVICE

POTS/Analog Lines

ISDN (can also support AT&T or 5ESS)

Prices (per day/per line)

Restricted (local and toll-free calls only): \$100

Unrestricted: \$150

Change in line location fee: \$50 (per line/per move)

DSL: \$300

## **TECHNICAL INFORMATION**

### **SCOREBOARD AND MESSAGE BOARD**

Eight-sided scoreboard with 4 Sony full color Jumbotron screens and 4 monochrome matrix boards.  
ProAd 360-degree full color LED fascia board

### **TELEVISION SERVICE**

An in-house closed-circuit television service is available with feed to the scoreboard, concession areas, restaurant and suites. Sixty-four locations are available where remote cameras can be plugged in and patched through Interconnect to be distributed through local or hard broadcast uplink facilities. Uplink facilities include Globecast, Vvix, Microspace & Time Warner Cable.

### **VIDEO AND AUDIO PRODUCTION SERVICES**

CanesVision Productions: The Entertainment and Sports Arena's 8-sided Sony LED and Daktronics' Matrix center hung board is supported by a state of the art video production suite. (1) Avid Media Composer 9000 with After Effects, Blue ICE Board, Photoshop, Commotion, Sony Digital Beta Cam, Beta SP, Digital Video Recording and Playback, Instant Replay, Instant Audio & Video with the Audio Clicks System and post production are available. Our Camera Package Includes (2) Ikegami HL-45 Digital Cameras, (1) 360 Degree Robotics Underhung Scoreboard Camera, (2) POV Lipstick Cameras. Additional features include Multi-Channel DVE, 2-D Graphics and full ENG Video Production kit.

## **RATES & CHARGES**

### **TICKETING**

Box Office Fees: 3% of gross ticket sales  
Group Sales Ticket Service: to be negotiated  
Credit Card Fees: 3%

### **MERCHANDISE STANDS**

Contact James Blitch - Retail Operations Manager 919.861.2300x 2830  
70/30 split – RBC Center sells merchandise

### **OTHER FEES**

Labor Fees: Estimate Available upon request  
Jumbotron Fees: Available upon request  
Catering Fees/Hospitality Food and Beverage Services: Estimate Available upon request

### **ADDITIONAL IN-HOUSE SERVICES**

Marketing/Promotions – In house advertising agency – 15 % commission on all placement.  
Group Sales – available upon request. Compensation to be negotiated.

## **SAFETY & SECURITY**

### **PYROTECHNIC PERMITS**

Contact Production Manager for information. Permits are \$100, require a written application and on site inspection from the Fire Marshall, and must be completed at least 10 days prior to the performance. A licensed-trained professional is to produce the pyro-technical portion show (Wake Co. PUBLIC SAFETY. CHARLIE JOHNSON: 919.856.6340/Fax: 919.856.6236).

First Aid Located adjacent to section 111 on the main concourse of the building, Staffed by REX Healthcare.

### **SEARCH PROCEDURES**

The RBC Center reserves the right to determine if a visual search, full search, or metal detector is used on patrons entering any event.



## DIRECTIONS

The RBC Center is conveniently located adjacent to Carter Finley Stadium and the NC State Fairgrounds just off I-40 and I-440, easily accessible from all parts of North Carolina.



**FROM GREENSBORO/ DURHAM/CHAPEL HILL:** I-40 East to the Wade Avenue Exit # 289, then first Exit- Edwards Mill Road.

**FROM FAYETTEVILLE, LUMBERTON AND SOUTH CAROLINA:** Take I-95 North to I-40 West, Exit # 289 Wade Avenue, then take the first Exit- Edwards Mill Road.

**FROM GOLDSBORO, KINSTON:** US 70 West to I-40 West, to Exit # 289 Wade Avenue, then take the first Exit- Edwards Mill Road.

**FROM ROCKY MOUNT:** US 64 West to Raleigh on to I-440 Outer Beltline, to Wade Avenue Exit # 4-B, then take the second Exit- Edwards Mill Road.

**FROM WILMINGTON, JACKSONVILLE:** I-40 West to Exit #289 Wade Ave., then first exit- Edwards Mill Rd.

**FROM WILSON, GREENVILLE:** US 264 West to 64 West to Raleigh, I-440 Outer Beltline, to Wade Avenue Exit # 4-B, then take the second Exit- Edwards Mill Road.

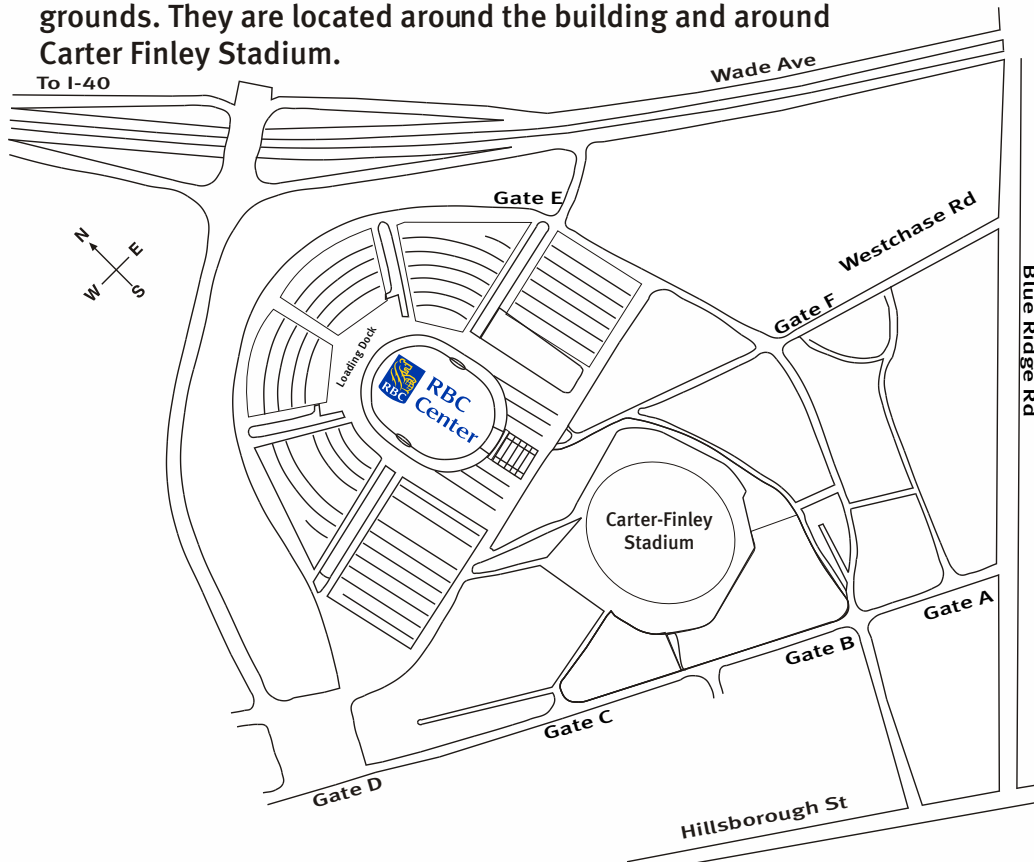
**FROM CHARLOTTE, KANNAPOLIS, SALISBURY** - I-85 North to I-40 East to Raleigh, Take the Wade Avenue Exit # 289, then take the first exit- Edwards Mill Road.

**FROM RICHMOND, PETERSBURG, VIRGINIA AREA** - I-95 South to I-85 South to US 1 South to Raleigh to I-440 Outer Beltline, to Wade Avenue Exit # 4-B, then take the second exit- Edwards Mill Rd.

## PARKING & ACCESS

### PARKING

The RBC Center has over 8000 parking spaces on the grounds. They are located around the building and around Carter Finley Stadium.



To enter Parking Lot From I-40 or Wade Avenue, exit to Edwards Mill Rd. The main entrance is on your left. From Blue Ridge Rd, take Trinity Rd to gates A or B.

### HANDICAP PARKING

Handicap parking is located at all three building entrances. You may enter the lot from Trinity, Edwards Mill, or the VIP entrance at West Chase.

### VIP PARKING DIRECTIONS

**Eastbound** - I-40 East to the Wade Avenue Exit #289, then take the second Exit, Blue Ridge Rd. Right on Blueridge, West Chase is the 1st right.

**Westbound** - I-40 West, Exit #289 Wade Avenue, then take the Blueridge Road Exit. Left on Blueridge, West Chase is the 2nd right.



## GREATER RALEIGH AREA INFORMATION/HOTELS

For help finding accommodations please contact the *Raleigh Convention and Visitors Bureau* at **919.834.5900** or visit them on the web at [VisitRaleigh.com](http://VisitRaleigh.com)

### FIVE STAR PROPERTIES

Ferrington House Country Hotel

2000 Ferrington Village, Pittsboro, NC 27312 542.2121 [ferringtonhouse.com](http://ferringtonhouse.com)

### FOUR STAR PROPERTIES

Washington Duke Inn & Golf Club

3001 Cameron Boulevard, Durham, NC 27706

490.0999/ 800.443.3853 [washingtongdukeinn.com](http://washingtongdukeinn.com)

### Carolina Inn

211 Pittsboro Street, Chapel Hill, NC 27514

933.2001/ 800.962.8519 [carolinainn.com](http://carolinainn.com)

### Siena Hotel

1505 E. Franklin Street, Chapel Hill, NC

929.4000 / 800.223.7379 [sienahotel.com](http://sienahotel.com)

### FULL SERVICE HOTELS

**Embassy Suites Hotel** - Raleigh/Crabtree

4700 Creedmoor Road, Raleigh, NC 27612

881.0000/800.EMBASSY

### Raleigh Marriott-Crabtree Valley

4500 Marriott Drive, Raleigh, NC 27612

781.7000/800.228.9290

### Embassy Suites Hotel -RDU/Cary

201 Harrison Oaks Boulevard, Cary, NC 27513

677.1840/800.EMBASSY

### Sheraton Imperial

4700 Emperor Boulevard, Durham, NC

941.5050/888.625.5144

### Hilton-Raleigh North

3415 Wake Forest Road, Raleigh, NC 27609

872.2323/800.HILTONS

### FULL SERVICE / LIMITED SERVICE

**Crabtree Summit Hotel**

3908 Arrow Drive, Raleigh, NC 27612 / 782.6868/800.521.7521

**LaQuinta Inn** - Raleigh/Crabtree

2211 Summit Park Lane, Raleigh, NC 27612 / 785.0071/800.531.5900

**Hampton Inn & Suites**-Raleigh/Cary

111 Hampton Woods Lane, Raleigh, NC 27607 / 233.1798/800.HAMPTON

**Comfort Suites** at the Arena

122 Hurricane Alley Way, Raleigh, NC 27607 / 854.0502/800.CHOICES

**Ramada Inn-Blue Ridge**

1520 Blue Ridge Road, Raleigh, NC 27607 / 832.4100/800.441.4709

**Velvet Cloak Inn**

1505 Hillsborough Street, Raleigh, NC 27605 / 828.0333/800.334.4372

**AmeriSuites**- North Raleigh

1105 Navaho Drive, Raleigh, NC 27609 / 877.9997/800.833.1516

**Courtyard by Marriott** - N. Raleigh

1041 Wake Towne Drive, Raleigh, NC 27609 / 821.3400/800.321.2211

**Hilton Garden Inn**-RDU

1500 RDU Center Drive, Morrisville, NC 27560 / 840.8088/800.HILTONS

**AmeriSuites Hotel** RDU Airport/RTP

200 Airgate Drive, Morrisville, NC 27560 / 405.2400

**Courtyard by Marriott** - RDU

2001 Hospitality Court, Morrisville, NC 27560 / 467.9444/800.321.2211

**LaQuinta Inn & Suites** RDU Airport

1001 Hospitality Court, Morrisville, NC 27560 / 461.1771/800.531.5900

## LOCAL SERVICES

### LIMOUSINES/CORPORATE TRANSPORTATION

Capital Style Luxury Transportation: 919.460.1230 / 800.948.6170

(Limos, Sedans, Vans, Buses, Mini Buses, Limo Bus, Bentley)

Carey Limousine: 755.1107/ pager 856.3448 (Limos, Sedans, Vans, (Mini) Buses)

Triangle Luxury Limousine: 261.0004 (New stretch limos)

White Horse Transportation: 782.5893, 606.0335 (Luxury Suburbans)

### TAXI CAB RATES

Average taxicab meter rates in Raleigh are \$3.30 for the first mile, \$1.75 for each additional mile. The average trip from the RDU International Airport to downtown Raleigh costs \$23.50. Taxis can be arranged at baggage claim - see taxi dispatcher for service.

### DAY SPAS

Skin Sense: 870.0700/468.12301 Raleigh/Cary [skinsense.com](http://skinsense.com)

Von Kekel: 877.9917/859.0888 Raleigh/Cary [vonkekel.com](http://vonkekel.com)

Iatria: 870.1975 - 8020 Creedmore Road [www.iatria.com](http://www.iatria.com)

Soigne: 876.9111 - 2431 Spring Forest Road (Aveda) [soigne.citysearch.com](http://soigne.citysearch.com)

**MASSAGE THERAPISTS** - references available upon request

### DRY CLEANERS

Medlin - Davis: 781.5111 - Kidshill Plaza

Brothers Cleaners: 782.3877 - 4112-104 Pleasant Valley Road

Rhodes One Hour Cleaners: 851.5464 - 3911 Western Boulevard

(All telephone numbers are based in area code 919)

### URGENT CARE

Raleigh Urgent Care Center: 231.3131 - 2610 New Bern Avenue

Rx Urgent Care: 719.2250 - 3100 Blue Ridge Road, Suite 103

Doctors Urgent Care Center: 872.3959 - 4100 Wake Forest Road

Tremont Medical Center: 846.7403 - 8312 Creedmoor Road

### HOSPITALS

REX Healthcare: 784.3100 - 4420 Lake Boone Trail

Raleigh Community Hospital: 954.3000 - 3400 Wake Forest Road

WakeMed : 350.8000 - 3000 New Bern Avenue

### CONVENTION SERVICES

Southern Exhibition Services: 687.4970

Logistics: 872.7626 or 800.289.0082