



Promoters Guide



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Chartway Arena
Old Dominion University
4320 Hampton Blvd.
Norfolk, Virginia 23529
 Telephone Number (757) 683-5762
 Fax (757) 683-6544
www.chartwayarena.com



Management

Chartway Arena is owned by Old Dominion University and managed by Oak View Group. Oak View Group is an industry leader in hosting and entertainment, partnering with clients to create memorable experiences for millions of visitors every year. OVG's unmatched blend of integrated services delivers incremental value for clients through several primary areas of expertise: Venue Management, Food Services & Hospitality, and Partnerships.

Facility Personnel

Mike Fryling, General Manager
 Garrett Jones, Dir of Events/Operations
 Tom Bradley, Dir of Ticketing/Sales/Marketing
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Facility History

Chartway Arena opened in October 2002. The arena seats over 8,400 for basketball games and sporting events. The seating capacity may be increased to 9,000 for events such as commencements, concerts and family shows when seating is added on the floor. The Center also features a 9,100 square foot multi-purpose room, which can be divided to accommodate meetings, dinners, receptions and pre and post activity gatherings.

Located on the campus of Old Dominion University in Norfolk, Virginia, Chartway Arena is the home to the Old Dominion University Monarchs Men's and Women's basketball teams.

Hampton Roads Market & Location

Location is a critical factor to consider for a successful show. Hampton Roads, located in Southeastern Virginia, is the 37th largest metropolitan area in the United States. Hampton Roads consists of the "seven cities" of Virginia Beach, Norfolk, Portsmouth, Chesapeake, Suffolk, Hampton, and Newport News, as well as several outlying cities and counties. Hampton Roads is the seventh largest metro in the Southeastern U.S. and the second largest between Washington D.C. and Atlanta.

The Norfolk DMA is nationally ranked 15th for African American population. One of the most attractive aspects of Hampton Roads is the high level of tourism due to its historical roots in Jamestown, Yorktown, and Colonial Williamsburg, as well as the 29 miles of Atlantic Ocean beaches.

Location

Strategically located twenty minutes from Virginia Beach, one hour from Richmond, and three hours from Washington, DC, the center is easily accessible via Hampton Blvd. from I-264, I-64, and I-464. The Hampton Roads market houses 1.6 million people all within a thirty-minute drive. The Hampton Roads DMA is the largest market between Washington DC and Atlanta.



Major Events

Bruce Springsteen	James Taylor	UFC Fight Night	Tyler Perry
Imagine Dragons	Charlie Wilson	Michael Bublé	Elton John
New Edition	Dave Matthews Band	Jeff Dunham	Lionel Richie
Green Day	Elton John	Eric Church	Black Keys
Cirque du Soleil	Barack Obama	Ringo Starr	AEW

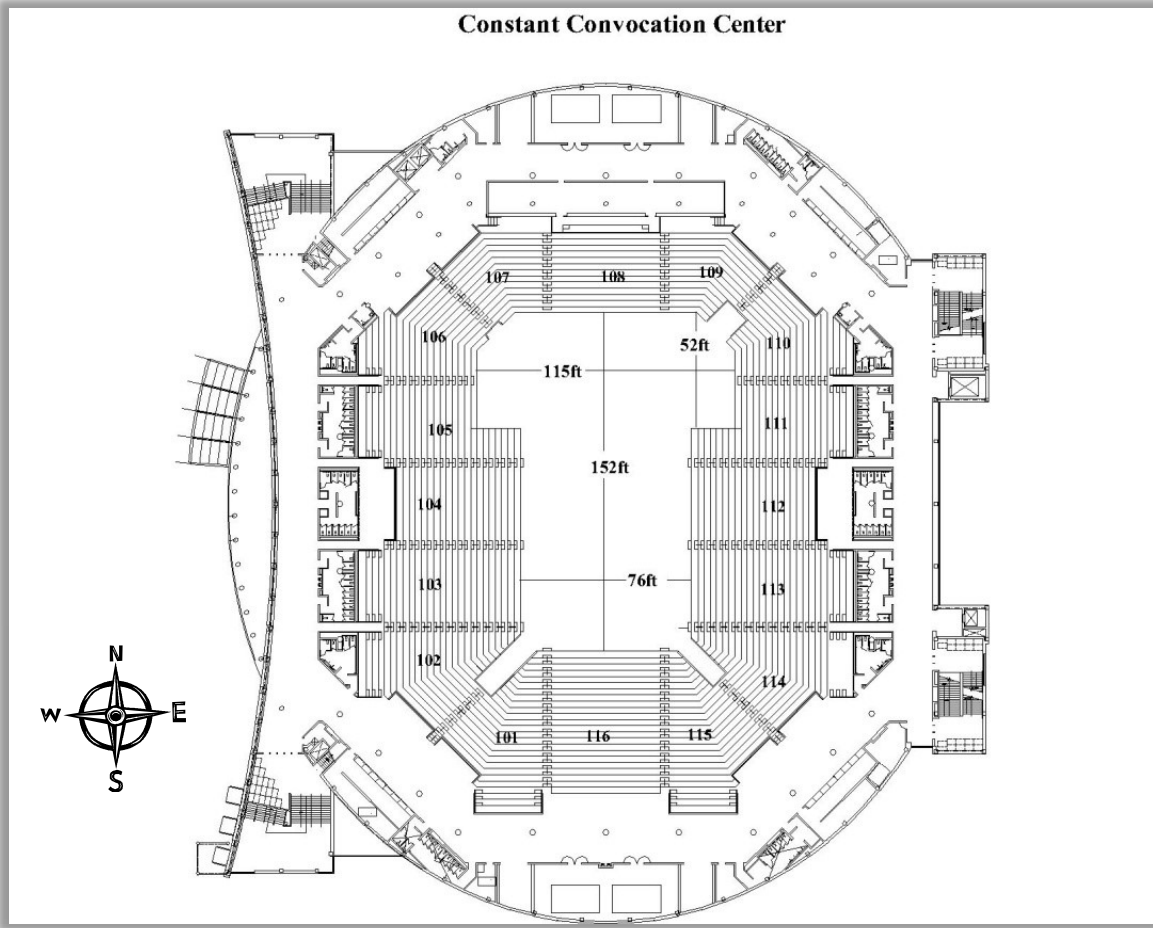
Achievements:

- Ranked #1 in United States University Arenas under 10,000 seats by. Chartway Arena was also ranked in the top 15 in the nation for all arenas under 10,000 seats and the top-ranked arena in the Commonwealth of Virginia under 10,000 seats.
- Received 2022 Prime Site Award by Facilities & Event Management.
- Voted "Best Music Venue" in Coastal Virginia in 2015, 2017, 2018, and 2022.
- Consistently ranked in the top 5 for University Arenas by *Venues Today* annually over the past 20 years.
- Hosted the 2003, 2006, 2008, 2010, 2012 First and Second round of the Women's NCAA Basketball Tournament.
- Hosted President Obama Rally.
- Venue upgrades include a hi-resolution scoreboard, 33 bowl video displays throughout the arena, over 50 HD flat screens installed throughout venue, state-of-the-art sound and lightening installed in the multipurpose room, and premier interactive controls using iPads added to suites.
- Hosted the Anthem Live! Fight Against Cancer featuring James Blake, Andre Agassi, Serena Williams, Andy Roddick, Gavin DeGraw and John Mayer.
- Certified Virginia Green venue.

CAPACITIES AND LAYOUTS

ARENA

13,800 sq. ft. (152' x 76') plus two additional 52' x 20' areas in the Northeast and Northwest corners)



Concert Capacities

End-Stage Concerts (180').....	6,025
End-Stage Concerts (270')	7,440
End-Stage Concerts (360')	8,608
Half-House Concerts.....	4,115
Theater.....	2,741

Sports Capacities

Basketball	8,152
Wrestling/Boxing.....	9,066

*All capacities are subject to change depending on the event requirements; capacities do not include production kills including mix.

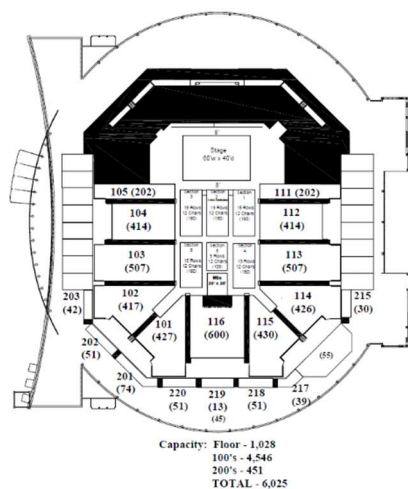
General Admission

General admission or open floor seating is permitted only with arena management approval. A temporary moat (barricade) will extend around the floor to limit access to the floor.

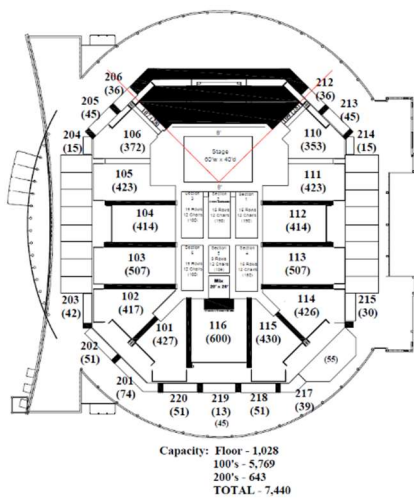
Seats

Fixed seating consists of 7,256 upholstered seats and backs located in the lower bowl with an additional 1,039 seats on the club level including suites. The arena has 135 ADA seats located around both concourses. Portable chairs used on the arena floor are upholstered and interlocking (depends on event set-up). In-house portable staging is available to create more seating on the concourse. More information in Basic Information-Staging.

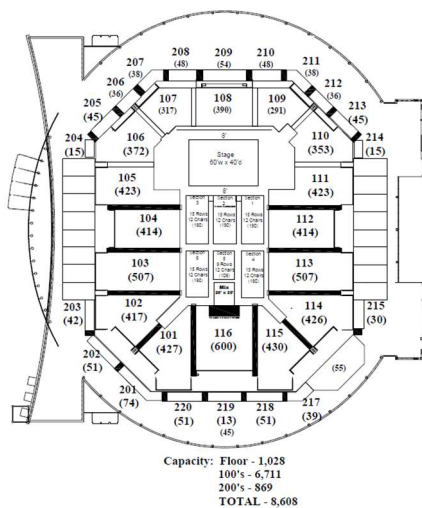
End Stage Concerts (180°) - 6,025



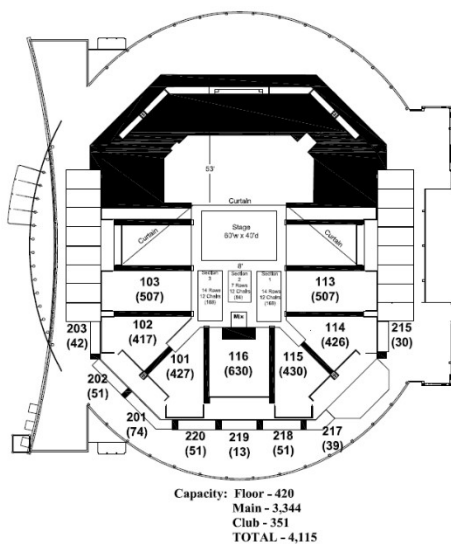
End Stage Concerts (270°) - 7,440



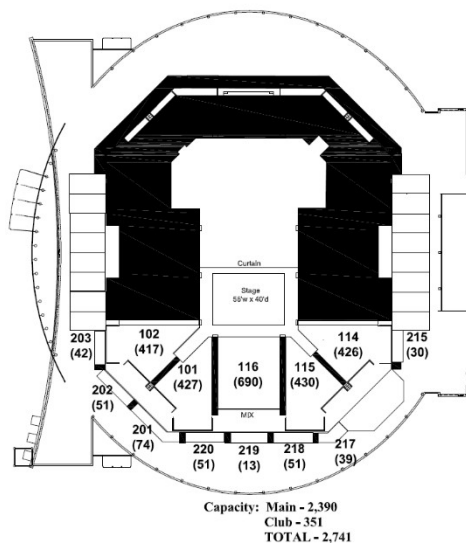
End Stage Concerts (360°) - 8,608



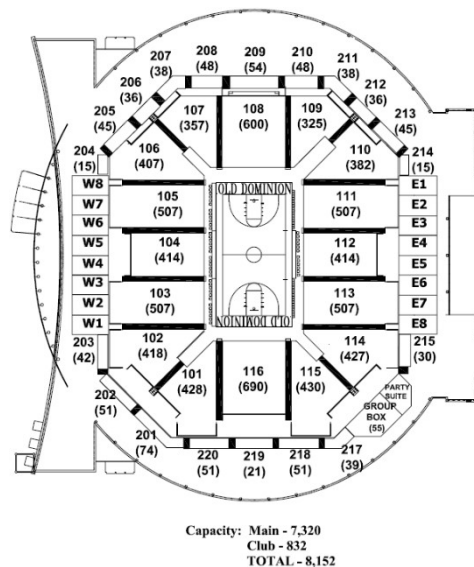
Half House Concerts – 4,115



Theatre Set Up – 2,741

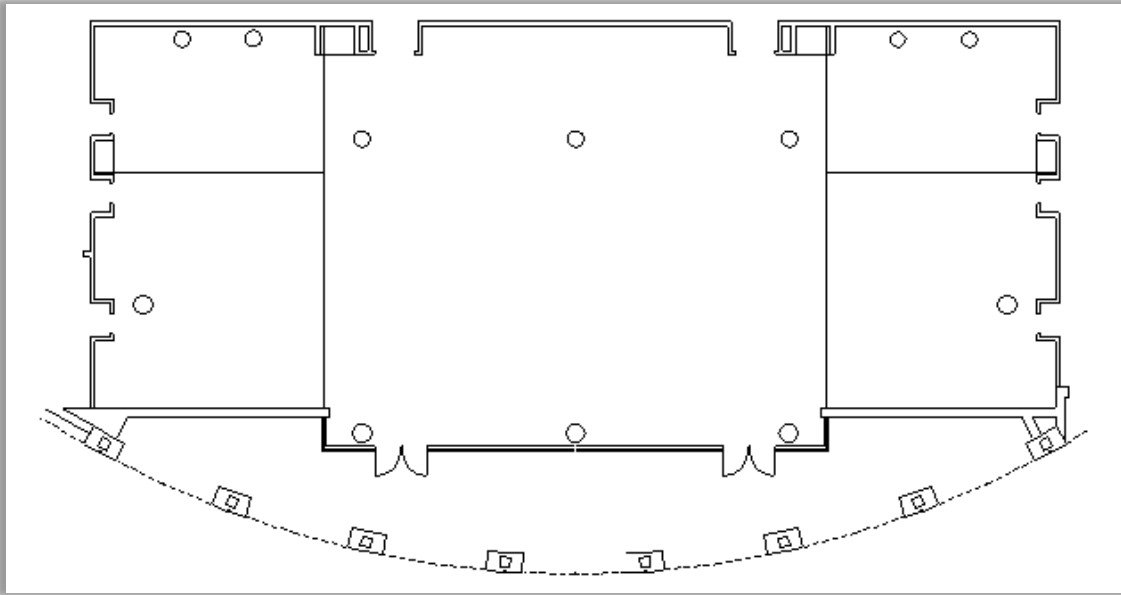


Basketball Set Up – 8,152

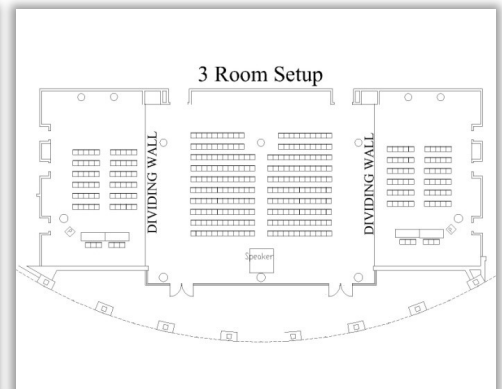
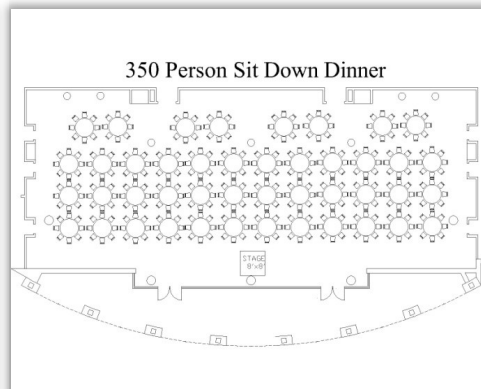
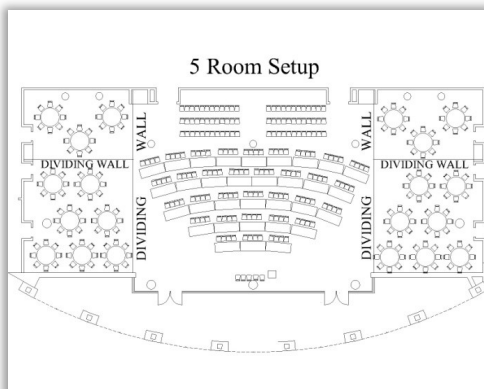


Multi-Purpose Room: 9,100 sq. ft.

Room can be divided from one to five breakout areas to accommodate meetings, dinners, receptions and pre and post activity gatherings.



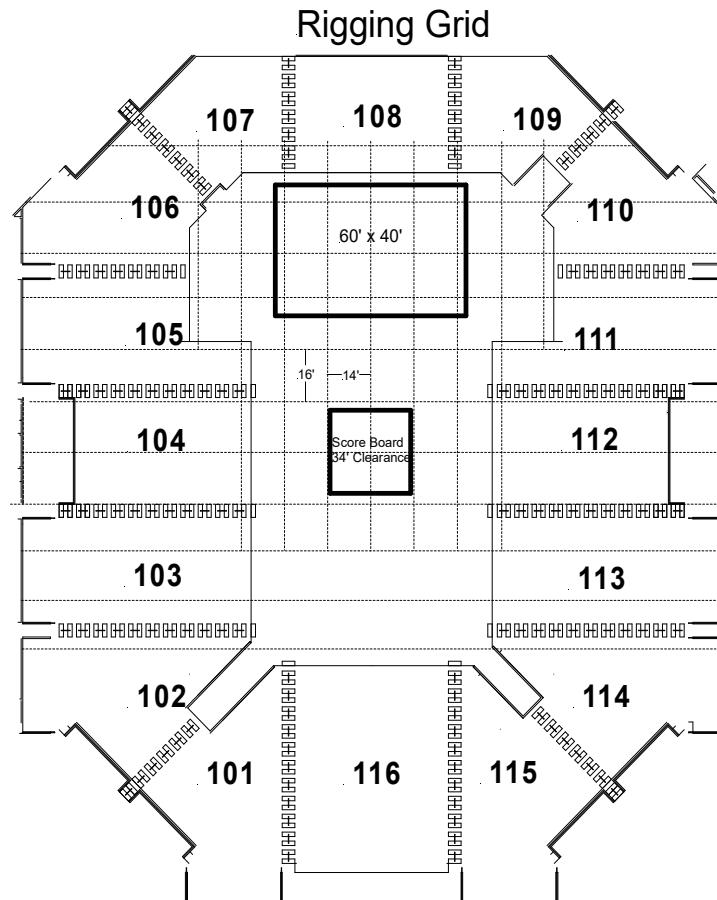
Example Room Layouts



Arena Specifications

RIGGING

Distance from floor to low steel is 49' 8". A rigging grid is located on the stage end and is 112'w x 128'l. Trusses running east to west are located 16' apart and trusses running north, and south are 14' apart. Each panel point can hold 4,500 lbs. Distance from floor to bottom of center scoreboard is 34'. All show rigging plans, including the weight of each point, must be submitted to and approved by management before any rigging is done.

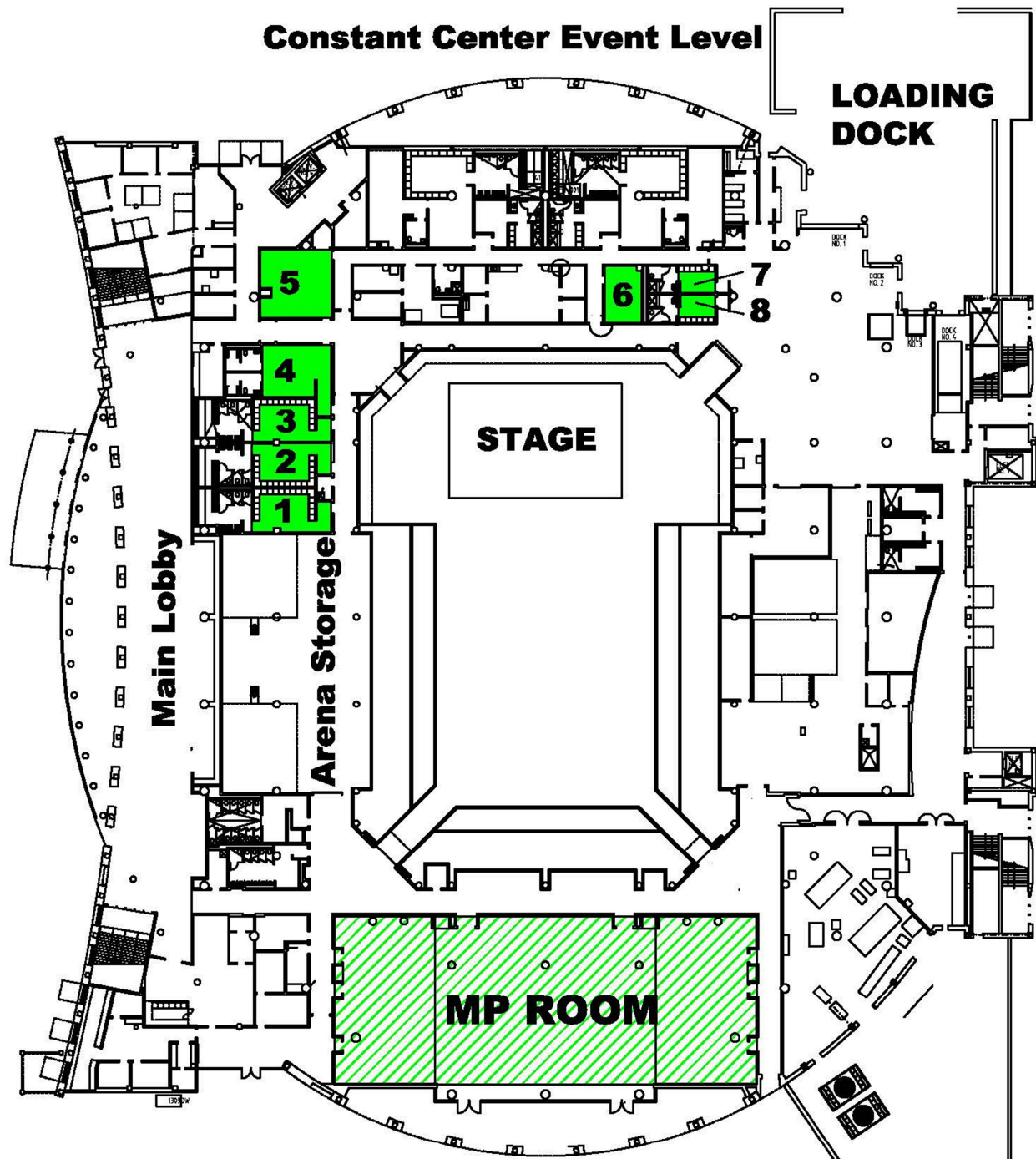


POWER

- **Show power** is located in the NE and NW voms (under sections 107 and 109). Show power consists of (2) 100-amp service, (2) 200-amp service and (2) 400-amp service. All are 3 phase, 120/208 volts. Power is divided between the above locations equally and is located 60' from upstage center.
- **Shore power** is available for buses and TV production trucks. Shore power consists of (2) 60-amp service, (1) 200-amp service and (1) 400-amp service located on the Far East wall of the loading dock.

LOCKER ROOMS AND DRESSING ROOMS

- 1-3: (3) locker rooms (15' 8" w x 27' 10" l) all feature separate toilet and shower facilities.
- 4: (1) performer dressing room (19' 5" w x 24' 3/8" l) with toilet and shower facilities.
- 5: (1) catering room (25' 5" x 24' 8").
- 6: (1) production office (20' 5" w x 13' 8" l) equipped with permanent telephone lines and Ethernet lines. There is a \$75 long distance fee per line per day. Let staff know how many lines you need.
- 7-8: (2) official's rooms (10' x 10') both with toilet and shower facilities.
- ODU Men's and Women's locker rooms may potentially be used in the off-season.



PRODUCTION INFORMATION

Loading Dock

- The loading dock is located at the Northeast corner of the arena, approximately 70' from the arena floor.
 - (1) 20'w x 17'h roll-up door.
 - (1) 10'w x 17'h loading dock bay at ground level.
 - (1) 10'w x 13'h loading dock bay at truck height with a leveler.

Lights

- All lighting controls are located in the Control Room on the suite level.
 - Event lights consist of (44) Arena Pro 600 Wide Lens & (6) Prism 256 Extra Wide RGB color tuning Lens. Fixtures can be controlled individually, and these lights can be dimmed.
 - Maximum lighting for events is 122.4 vertical foot-candles and 174.7 horizontal foot-candles.
 - House lights (Work Lights)- (20) Evolve LED Flood Lighting 300-watt lights; these lights cannot be dimmed.

Lifts

- **Fork** - The arena owns (2) 5,000 lb. forklifts that are available for rent. They are propane fueled, have a lift height of 15', and are equipped with side shift.
- **Rigging** - A rigging lift can be rented at the event's request.
- **Scissor** - The arena owns (1) 26' electric scissor lift that is available for rent.

Spotlights

- **Inventory** - (6) Super Trooper II spotlights (2,000 watt). All spotlights are portable and can be located in several different positions around the concourse. Additional spotlights can be rented at the show's request.
- **Communication** - There is an in-house intercom system to communicate between all spotlights, the control room (house lights), and FOH Mix.

Staging

- **Main Stage** - In-house staging is a StageRight portable stage. It will accommodate a 60'x40' stage with 16'x12' wings. Each deck is a reversible 4'x8' with black techstage finish. The height of the stage can vary from 4' to 6'4" in increments. Accessories include an ADA ramp, stairs, guardrails and skirting.
- **FOH Mix** - The standard mix size is 16'x24'. The height can vary from 16" to 24" at the discretion of the show. The standard mix location will be 78' from the DSE.
- **Seating Risers** - Stage and mixer decks can also be used for seating risers that can accommodate up to 500 patrons for special event setups. Height can vary from 4" to 12".

Floor(s)

- The arena floor is 75'w x 152'l with the north telescopic seats retracted. The arena floor has an additional 24' on each side of the stage with the northeast and northwest telescopic seats retracted.
- **Specs** - The area of the floor is 13,800 square feet. The floor load is 250 pounds per square foot. The arena floor is 75'w x 132'l with all telescopic seats extended.
- **Telescopic seating** - With the North telescopic seats retracted, the floor is 152'l. With the Northeast and Northwest telescopic seats retracted, the floor has an additional 24' on each side of the stage.
- **Court** - A Conner Sports basketball floor 112'x60' is available.

Show Parking

- **Loading Dock** - There is adequate parking for (4) trucks or busses to stay on the loading dock during the show. Shore power is only located on the far east wall of the loading dock.
- **Other** - There is ample parking that can be reserved on the surrounding streets depending on the needs of the show. Make sure to communicate the number of busses, trucks and personal vehicles travelling.

EVENT STAFFING

Staffing

- Chartway Arena 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 Chartway Arena at least 14 days prior to the event. The payment of such staff will depend upon the contractual agreement.
- Staffing rate requests can be made with the Event Manager prior to the event.

Stagehands

- Chartway Arena is a Union building. All loading and unloading of equipment, setup and performance calls will require Local 285 IATSE Stagehands.
- **Stagehand rules**
 - Overtime before 8am and after 12 midnight. Overtime after 8 hours.
 - Meal break required after 5 hours of work; can be ½ hour if meal is provided or 1 hour if no meal is provided.
 - Minimum crew to maintain a stage is four.
 - Load teams of 4 must be used to load and unload all trucks.
 - The Event Manager will provide any other specific guidelines as needed

Security

- **Overnight** – There is no overnight security, but we can schedule security personnel at the request of the event.
- **Security System** - The arena does have security cameras at entrance doors to the arena.
- **Event Specific** – Security staff size is based on event type and size. Show specific security needs should be communicated to the Event Manager ahead of time.

First Aid

- The first aid station is located on the main concourse in the Southeast corner behind section 114. Emergency Medical Technicians are on duty for all events for the general public. All back of house and stage needs should be communicated to the Event Manager ahead of time.

Volunteers

- The use of volunteers must be communicated to the Event Manager prior to the Event. They must enter a pre-designated entrance and have proper working credentials.

EVENT POLICIES AND INFORMATION

Radio policy

- House radios will not be provided. A radio, however, can be provided to the show event coordinator upon request.

Patron Parking

- **Main event parking** - There are 2 main parking garages across the street from the arena that provide easy access to the arena; to the south, a 1,400-space garage and, to the north, a 950-space garage.
- **Overflow parking** – There are other garages and flat lots that have easy access to the arena that are able to be used in the case of filling the main event parking.

Pyrotechnics and Emergency Equipment

- The use of pyrotechnics must be communicated to the Event Manager and cleared by the Fire Marshall.
- 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.

Locks and Keys

- All locker/dressing rooms can be secured with lock and key. Keys for each room can be checked out through the Event Manager. All persons who sign out keys will be responsible for the return of keys.

Telephones

- Telephones can be activated in all of the dressing/locker rooms upon the request of the show.

Features for Patrons with Disabilities

- All entrances to the lobby/main event level of the arena are wheelchair accessible. Designated handicapped parking is available in both parking garages. Elevators are available inside the arena in the Northwest corner and on the East side to provide access between levels. ADA seating is available at various locations around both concourses.
- The arena is equipped with an in-house listening device system for the hearing impaired. We will need a line out of the sound board in order to offer this experience to those in need.

Food and Beverage

- Aramark is the exclusive caterer and concessionaire for the arena. Outside requests must be approved in advance.

Rules and 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, animals (except service animals), large signs or banners.
- Helium balloons are not allowed in the building.
- Stickers and adhesive backed decals are not to be given out in or around the building.

Cameras

- The use of cameras, recording equipment and video equipment is permitted at the discretion of the event.

Smoking

- Smoking is not permitted inside the Constant Convocation Center. A designated smoking area is provided.

Alcohol

- Alcoholic beverages are permitted at Chartway Arena.

Reselling of tickets (Huckstering/Scalping)

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

Selling of Illegal Merchandise

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

Sponsorships/Signage

- OVG and the University own signage rights inside and outside the Arena. Advertising signs or banners tenants wish to display must be pre-approved by Chartway Arena.
- 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.

Guidelines for exhibiting motorized vehicles

- The maximum amount of fuel shall be no more than 1/4 tank or 5 gallons per vehicle; refueling not permitted.
- Batteries must be disconnected at all times while in the building except for move-in and move-out.
- Permits are required for this so please inform the Event Manager ahead of time.

TICKETING/SETTLEMENT

Settlement

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

Insurance

- Each tenant must provide a public liability policy with a minimum combined single limit of \$2,000,000 naming the Licensor, Spectra Venue Management L.P. DBA OVG360, Old Dominion University, and their trustees, directors, offices and employees as additional insured. A certificate of insurance must be received not later than 10 days prior to the event date.

Merchandise/Novelties

- The arena will retain 25% of net merchandise/novelty sales unless another agreement on percentage or a buyout is agreed upon.

Box Office/Ticketing

- Chartway Arena is affiliated with Ynot Tix. Tickets to arena events are available at the Arena Box Office or online at www.ynottix.com. Box Office hours are Monday-Friday 10am-5pm. The Box Office will remain open later on event days. The Box Office information telephone number is (757) 683-4444.

Box Office Rates and Regulations

- Chartway Arena shall order and audit 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 Chartway Arena 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.
- Our Box office is required to be used at all ticketed events in order to provide an accurate control of receipts and maximum service to patrons, unless otherwise agreed to by contract.
- Box Office charges for Non-University events is 3% of net ticket sales or \$500 per performance, whichever is greater, plus all credit card fees. For University events it is 3% of gross ticket sales vs. \$300, whichever is greater, plus credit card fees.
- Chartway Arena has implemented a \$4.00 per ticket facility charge.
- Box Office charges cover regular Box Office expenses, including the cost of ticket sellers and ticket stock.
- Chartway Arena 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.

Marketing Services

- OVG's "In-House" agency can assist you with the numerous details involved in successfully marketing your event. Our agency can provide for the production and placement of print and electronic advertising at the standard rate of 15% of the gross advertising cost. For a negotiated fee (based on time, labor and expenses) OVG can also assist with promotions, public relations and publicity needed to ensure ticket sales. Our Group Sales Department would be happy to implement a group sales program for your event, at a low commission rate of only 10% of the overall group dollars (plus reimbursement of direct expenses).