

# **Rental Charges**

As of May 2016 (All rates are subject to change without notice)

# **Basic Rental Package**

Seats	Space	MonThurs. Rates Per Show (4-8 hours)	FriSun. Rates Per Show (4-8 hours)	Per Hour Fee (up until 4 and after 8 hours)	Rehearsal Rates Per Hour
750	Auditorium	\$1,725.00	\$2,850.00	*\$200.00	MonThurs. \$100* Fri. – Sun.: \$125*

<sup>\*</sup>Half-price rates do not apply

#### \*\*ALL NON-PROFIT ORGANIZATION RENTAL RATES ARE HALF THE LISTED PRICE\*\*

Per day performance rate includes:

- No less than 4 hours, no more than 8 hours of total time in the space
- General wash lighting and basic house lights on in the auditorium, front of house and stage
- ➤ 1 Raue Center staff member for supervision
- Use of lobby and front of house galleries (normal configuration with NO concession sales of any kind by renter)
- Dressing room space including 2 chorus dressing rooms (see below if renter requires use of star dressing rooms and green room)
- Cleaning fee for the day (Note: Additional fee may be applicable based on depth of service and billing by outside contractor)
- ➤ If load out requires the Monday following a weekend show, weekend day rental applies (\$2100 for profit rate).

# **Not-for-profit:**

A current 501(c)3 form or FEIN number will be required to prove not-for-profit status. Subject to approval by Raue Center based on availability. Additional not-for-profit performances on same day will be charged 50% of the full applicable fee. Not-for-profit rate is ONLY applicable on the basic rental package and not on any of the additional packages listed.

#### **Estimate:**

A cost estimate will be provided upon request. It is understood that unless deemed otherwise, this is an approximation. Upon receipt of the technical requirements, more accurate labor costs can be determined. In any case, renter is responsible for all directly related costs in effect on the day of the event. Renter is liable for all checks, bank drafts and credit card charges that are returned.

If a day is reserved for a rehearsal only, renter will be charged the rehearsal fee. If there is a performance-day rehearsal, that rehearsal will be included in the prices above for facility rental. Please keep in mind, the above costs reflect up to 8 hours of time in the space starting when the renter first arrives at the facility. Any time above and beyond the 8 hours will be charged the hourly fee.



#### Deposit:

Raue Center is confirmed when a non-refundable deposit of \$500 is received accompanied by a signed contract. Contract and deposit should be returned ASAP, however no less than 90 day sin advance of show date. Failure to return signed contract and deposit 90 days prior to date can result of forfeiture of date. Deposits are per contract, not per year. A \$750 deposit must be made at return of signed contract as well. Renter is responsible for all costs of restoring any and all damage to the facility and the costs of full replacement value of any equipment damaged as a result of their activities. These costs may be taken from Box Office receipts collected by Raue Center for renter's performances.

#### Insurance:

Insurance must be provided to Raue Center no later than 30 days prior to event and is subject to verification by Raue Center.

# Rate explanation and timing in space:

Per hour performance rate is rental rate charged for "overtime" above and beyond the 8 hour rental or if rental requires less than 4 hours of time in the space. Any additional time over and above what is contracted for is an additional charge. In all cases, any fraction of an hour constitutes a full hour of charges. 8 hours is the maximum time a renter can be in the space for any combination of rehearsal, set-up and performance. Additional time over 8 hours must be arranged at least 60 days in advance and may be subject to overtime rates. Raue Center is not obligated to add additional time to the contract during a performance run because a show is running behind schedule.

Fee for usage not covered by above may be negotiated with Raue Center.

# Schedule:

Facility is not available for rental on holidays as determined by Raue Center calendar

# **Cancellation:**

In the event of a cancellation, renter will be billed for all charges incurred as a result of the cancellation. Raue Center reserves the right to approve or decline any cancellation and has right to hold Box Office receipts for non-approved cancellations. These charges may include, but are not limited to, tickets printed, mailing fees, credit card charges, advertising, stage labor, administrative costs, equipment rental and patron refund check fee of \$2.50 per ticket. In the event of postponement, all charges must be paid in full before a new event date will be confirmed. The deposit will be forfeited for cancellations. Deposit will be credited to the postponed events that are confirmed within 12 months of original confirmation.

#### Labor

All labor charges are in addition to the per hour performance rate. Labor will be required for any rehearsal and those charges would be in addition to the rehearsal charge. Overtime applies to performance and rehearsal. See Labor Notes below.

#### Load in:

Support provided by Raue staff and crew during load-in will focus on the stage and auditorium set-up and preparation of equipment provided by Raue Center (i.e. chairs, music stands, inhouse risers and any needed equipment for packages below). This will also include any changes or additions to the repertory line set schedule. If a group is bringing in scenic drops that need to be hung from a line set or any day-of changes need to be made to the house soft good set-up, Raue staff and crew will handle these. During the load-in period, renters are responsible for



setting up and assembling any scenery or set they might bring in. In the case of orchestras and bands, setting up instruments and risers should be performed by individuals affiliated with the renter. If significant changes need to be made to the stage set-up during a show (i.e. scene changes for plays or musicals or chair/riser changes for choirs and bands), renter will coordinate with Raue Center to manage the stage during the show and possibly provide additional assistance for such changes. Chairs, wardrobe racks and tables for the annex hallway and dressing rooms must be coordinated with Raue Center staff by renter or renter risks not having items available. The needs for any particular show's load-in will be discussed during the initial rental meeting and final approval will rest with Raue Center staff.

#### Load out:

Load-out after a show involves restoring the facility as a whole to its normal day-to-day state. During load-out, Raue personnel are generally responsible for striking any equipment that they were responsible for setting up and renter is responsible for striking anything they were responsible for setting up. Any exceptions will be determined on case by case basis during initial meeting between renter and Raue Center staff.

#### Force Majeure:

If event(s) is rendered impossible, hazardous or is otherwise prevented or impaired due to sickness, inability to perform, accident, national or local calamity or emergency, Act(s) of God, riots, strikes, labor difficulties, epidemics, earthquakes, any act or order of any public authority and/or any other cause or event, similar or dissimilar, beyond Raue Center's control, then Raue Center's obligation with respect to the affected event(s) shall be excused and Raue Center shall have no liability to renter in connection therewith. Raue Center shall be under no obligation to present event(s) at any other time. If Raue Center facilities are open, the event will take place, subject to Raue Center's approval.

# Meeting:

Renter will be required to meet with Raue Center staff to discuss event in detail. Additional meetings may be needed on a per event basis.

#### **Adult Supervision:**

Adult supervision is **required** for all rentals involving children 18 and under. Raue Center requires 1 adult for every 15 children. The names and contact info of all supervision personnel will be supplied to Raue Staff 48 hours prior to the event. Renter will schedule a 15 minute meeting of those individuals with Raue Staff, prior to them beginning their load-in/rehearsal/show. Failure to do so will result in a penalty fee of \$150 and Raue Center will provide supervision personnel at \$10 per person to be charged to the renter. If renter has difficulty finding adult supervisors, Raue Center can provide staff at \$10 per person.

# **Utilities:**

There will be a charge for utilities factored in based on the number of days in the space and the prorated monthly bill (including power, HVAC and water).

# **Pre-Show Announcement:**

Raue Center will provide a canned pre-show announcement to be used for the rental unless renter determines otherwise.



#### First Aid:

While Raue Center strives to provide the finest in first aid care for all staff and participants on the Raue Center stage, there are times when the demand for care outweighs the supplies available. We encourage all renters with more than 10 participants to bring their own first aid kits.

# Front of House Package (required)

# Basic Package \$200

#### Includes:

- House management and security staff for front of house only
- Ushers for the event
- Concessions sold out of pantry with concession staff (Note: all concessions proceeds go to Raue Center unless otherwise discussed)
- Inserts stuffed into Raue Center program book, however Raue Center reserves the right to approve or decline inserts

# Advanced Package \$200 plus \$95/event per bartender

- ➤ All of basic package
- Bar set up with bartenders serving mixed drinks (Note: all concessions proceeds go to Raue Center unless otherwise discussed)

#### Front of House Notes:

- Fee applies to all seating configurations.
- Fees are per event, not per day.
- Renter MUST use Raue Center house staff for all events.
- Inserts MUST be delivered to Raue Center no later than 2 hours prior to event.
- All food and drink concessions must be provided by Raue Center.
- No products shall be sold or consumed in the seating area.
- No food or drink can be sold by renting groups.
- ➤ If merchandise is sold at performance, Raue Center will receive 20% of sales if the renter sells and 25% of sales if Raue Center sells. Raue Center must approve merchandise.
- > All alcohol sold or otherwise consumed MUST be Raue Center stock.
- Renter MUST inform Raue Center of videographer/photographer at initial meeting with Raue Center, **prior** to on-sale date. Failure to do so may result in additional fees.
- ➤ Raue Center works with an exclusive list of caterers. All catering that renter requires must be selected from that list and approved by Raue Center in advance. No outside vendors may be used.



# **Marketing Package**

Basic Package: Included in cost of rental

#### Includes:

- Listing on Raue Center website including show name, date and time of show with link to purchasing tickets online (no picture or copy will be provided)
- Use of marquee if available to advertise show

# Advanced: \$250 for up to 4 hours, then \$100/hour after 4 hours

- Basic Package above
- Consultation with Raue Center marketing staff for advice on advertising.

Your show will not be promoted through any Raue Center advertising, however Raue Center marketing will meet with you to give you advice on your show (Note: Raue Center staff will not design, negotiate or purchase media.)

# **Box Office Package**

Basic \$250 for 1-2 shows per year, \$450 for 3-4 shows per year and \$650 for 5-6 shows per year. Additional fees apply, see below under "Notes." Includes:

- > Set up of event(s) into Ticketforce ticketing system for online and box office sales
- Blocking photographer/videographer and comp tickets in the system
- > Box Office staff to sell during Box Office hours until the day of your event
- > Box Office staff to be available the day of the event 1 hour prior to the event
- Creation and use of Ticket order forms if needed

#### **Box Office Hours/Information:**

Mondays through Saturdays 12:00 p.m. – 4:00 p.m.

Closed Tuesdays and Sundays

One hour prior to curtain time for all performances.

\*Please note: Box Office hours are subject to change.

Phone number: 815-356-9212 Website: www.rauecenter.org

#### Notes:

- ➤ Box Office accepts Visa, Mastercard, Discover and American Express at 3.5% of sales using these forms of payment. Renter is responsible for the 3.5%.
- There is a \$3 per ticket processing fee for each ticket that should be included in the price of the ticket. (i.e. If the renter would like to get \$15 per ticket, the renter should list the tickets at \$18 each)
- > There is a \$0.25 per ticket printing fee that the renter will also be responsible for.
- Tickets will not go on sale without a signed contract and deposit.
- > The Box Office is located to the right of the main lobby of Raue Center For The Arts.
- The Box Office provides all ticketing services for events held in Raue Center.
- The Box Office utilizes a computerized ticketing system and all tickets are printed onsite.
- > Ticket printing costs will be billed to the user, assessing charges on a per-ticket printed basis.



- Online ticketing is mandatory for a \$5 online convenience fee per ticket. All tickets are to go on-sale to the public through the Internet initially and are available in person and by phone after 24 hours of online sales. Special considerations for block seating may be arranged in advance.
- On-sale date will be determined between Raue Center and renter.
- Raue Center will allow outside vouchers to be used ONLY on general admission shows, however patrons will not be able to turn them in for regular tickets. The vouchers will act as an admission ticket. If this option is chosen, an example of the voucher MUST be provided no later than 1 week prior to the event. If Raue Center creates vouchers, the charge is \$0.02 per ticket.
- There is a fee of \$50 per hour if the Box Office is open beyond normal hours.
- > Ticketing office policy subject to change pending Raue Center approval.

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# **Audio/Sound Package**

# Basic Package \$125 plus \$30/hr per staff person Includes:

- > Up to 2 microphones
- Playback into the house/amplification
- 1 staff person is required for this package

# Advanced Package \$275 plus \$30/hr per staff person

# Includes:

- ➤ All of the basic package
- Microphone/monitor package
- Raue Center PA system
- Additional set up time of up to 2 hours is required

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# **Lighting Package**

# Basic Package \$125 plus \$30/hr per staff person Includes:

- Using existing rep plot for up to 5 "looks"
- 1 staff person is required for this package

# Advanced Package \$275 plus \$30/hr per staff person Includes:

- Up to 3 specials (single light outside rep plot)
- Using existing rep plot for up to 10 "looks"
- Additional set up time of up to 2 hours is required

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.



# Rail Package

# Basic Package \$30/hr per staff person

# Includes:

- Main curtain use to open and close as needed
- 1 staff person is required for this package for the entire show and renter will be billed accordingly

# Advanced Package \$30/hr per staff person

# Includes:

- Multiple line use in addition to main curtain
- May require additional staff people to execute

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

#### **Projection Package**

# Basic \$550 plus \$30/hr per staff person (\$30 per hour lamp fee - \$1100 for one day rental Mon-Sun)

#### Includes:

- Movie screen
- > Allows renter to play one movie in DVD format
- ➤ 1 staff person is required for this package (NOTE: basic sound package is required in conjunction with this package unless movie does not require sound)

# Advanced \$850 plus \$30/hr per staff person

# Includes:

- ➤ All of basic package
- ➤ Single-source playback
- Additional set up time of up to 1 hour is required for this package

# Notes:

> All rights to show the film and shipping costs are the responsibility of the renter.

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# Piano Package

# Basic \$275

# Includes:

- ➤ 1 tuning of Raue house piano (1929 restored Mason Hamlin)
- Placement of piano in one position

# Advanced \$550 plus \$30/hr per staff person

- ➤ Up to 3 tunings
- Movement of piano around the stage
- 1 stagehand is required for the advanced package



\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# **Follow Spot Package**

# Basic \$100 plus \$30/hr per staff person

#### Includes:

- ➤ Use of up to 2 follow spots
- 1 staff person per follow spot is required

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# Dressing Room and Green Room Package (No charge)

## **Basic Includes:**

Use of star dressing rooms

#### **Advanced Includes:**

- Basic package
- Use of Green Room, subject to approval of Raue Center

#### Notes:

- Any damage done to any of the rooms, its contents or anybody within the room at the time are the responsibility of the renter will be withheld from ticket sales and any deposits.
- Children under the age of 18 MUST be supervised at all times.
- Additional fees and deposits may apply.

#### **Recital Package**

Charges may be double hourly rate as assessed by Raue Center and in conjunction with other packages required (lighting, sound, etc.).

- ➤ Renter must define the show a cost will be associated if multiple shows are drastically different from each other.
- Set up time may be assessed.
- Design/Management fee to be assessed as determined by Raue Center (see specialty staff package).

\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# **Specialty Staff Package**

\$400/person

Design/Management fee will be assessed per renter based on the needs of the show if a lighting designer, sound designer or production manager is required. Renter will be notified of this in the initial meeting with Raue Center.



\*If renter's needs exceed that which is listed, please notify Raue Center staff and a custom package will be created and assessed between Raue Center and renter. Additional costs may be applicable.

# A La Carte

# Stage Supplies (required)

- Renter will be charged for in-house supplies, i.e. gels for \$50 per event
- All non-reusable supplies (expendables) required for rehearsal and performances (i.e. lumber, tape, etc.) will be charged to renter at cost.

#### Tables

- Bistro tables with tablecloths can be rented for \$25 each
- ➤ Bistro tables without tablecloths can be rented for \$10 each
- > Additional costs applicable for additional tables
- Renter must discuss needs with Raue Center at initial meeting

# **Marley Floor**

- Marley floor can be rented for \$300/run with additional charge for gaffers tape and labor
- Renter must discuss with Raue Center at initial meeting

# **Stage Equipment Fees**

- Stage equipment which is rented for production MUST be arranged and approved by Raue Center staff.
- All rental equipment is charged back to renter at venue's cost.
- Stage equipment not listed by renter on attached equipment sheet will not be provided.
- > Excessive or extended use will be assessed an additional charge.
- ➤ Raue Center is not required to provide any equipment requested later than 2 weeks prior to the start of any rehearsal/performance run. In the event Raue Center does provide said equipment, it is subject to a 20% surcharge. No guarantee is made to any requests made later than 2 weeks prior to event.

# **Recording Fees**

- Additional fees will be determined between renter and outside recording studio in separate contract.
- Renter must indicate desire for recording in initial renter meeting.

#### Labor Notes

Renter will be charged for Raue Center staff and all stagehands based on requirements of the event at the existing rates for required rehearsals, set-up, show and load-in/out as follows, unless than needs of the renter require the use of an outside professional at a higher rate (see Specialty Staff package): \$30/hour.

Any and all technical labor will be discussed and mutually agreed upon. However, in the event of a disagreement on such requirement, the opinion of Raue Center will prevail. All technical work must be approved in advance by Raue Center.

When scheduling a long rehearsal (more than 2 hours), the technical crew must have a 10-minute break after 2 hours and 1 hour break after 4 and before 5 hours in the space. Renter MUST vacate the stage at this time. This time will be from crew call time and not the beginning of rehearsal time. Break times will be discussed and agreed upon by Raue Center and rental.



# **Stage Regulations**

- No smoking, food or drinks on stage or in house unless required by script or contract. Food and drinks are permitted in dressing rooms and uncarpeted stair/hallways. <u>Smoking is not permitted</u> anywhere in Raue Center.
- 2. Casts and stage crews are reminded that use of alcohol and/or any narcotic or stimulating drug on the property is prohibited.
- 3. At rehearsal, before, during and after the performances, the renter is responsible for supervising use of dressing rooms and agrees to help enforce Raue Center policies. The renter is responsible for the property of its performers, crew or others during the period of rental use. All children must be under supervision at all times. Children will not be permitted to go unattended through the theater at any time. These measures are for both the safety of the children and the theater. 1 adult for every 15 children (defined as any child 18 or under).
- 4. Raue Center staff will be on duty during all rehearsals and performances. The supervisor is the authority and decisions are final.
- 5. Raue Center retains control of the management of the auditorium and the enforcement of Raue Center policies. Only auditorium-approved personnel will be allowed to operate stage equipment, the elevators and sound and lighting systems. Raue Center will engage all stage crews as needed.
- 6. No scenery, props or platforms can cross fire curtain line so as to prevent its full operation.
- 7. No major scenic building or painting will be allowed in Raue Center or on stage without prior approval.
- 8. No stage equipment is to be moved or taken down, no electrical connections for lights or sound are to be changed and no appliance installed without consent of the Technical Director.
- 9. Nothing is to be nailed, taped, glued, pinned or attached in any way to any curtain, floor, wall or ceiling without consent of Raue Center.
- 10. Scenery and properties must be fireproofed before they are brought into Raue Center. Open flames will not be permitted unless approved by Raue Center. Scenery must pass the open match test as set forth in the Chicago Fire Code.
- 11. Unusual electric connections or any unusual staging effects, such as open flame, pyrotechnics, water effects, etc. will not be permitted in connection with a performance unless the renter has prior approval and consent by Raue Center staff.
- 12. Renter is expected to clear the stage of his or her own equipment immediately after the final performance. Exceptions must be requested and approved in advance of load-in from Raue Center staff.
- 13. Guests, parents and family members will not be admitted backstage without prior arrangements with Raue Center. Cast members should make prior arrangements to meet their family members either in the front lobby or back parking lot.
- 14. Buses for crew and/or performers should be parked in space provided. Vehicles loading or parked in the Raue Center loading area must keep access clear. Parents or relatives of performers who are picking up performers should wait outside of the building in the Grant Street public parking lot (not Raue crew lot) until the performer they are waiting for exits the building.
- 15. Rentals of stage for rehearsals will not extend past 10:30 p.m. All cast and crew must be out by 11:00 p.m. Overtime charges will be assessed at the aforementioned rates.
- 16. Exiting the Raue Center backstage area during rehearsal or event may result in lockout, as all doors are secured for rehearsals and performances.
- 17. Directors, performers and all stage crew <u>MUST</u> enter and exit the building for all performances through the back stage entrance and NOT through front doors.
- 18. No cast parties or receptions are allowed without prior written agreement with Raue Staff no less than 14 days in advance of performance event. No food may be eaten on stage, in wings or in auditorium unless required by script or contract.



#### **Terms and Conditions**

- 1. A non-refundable advance deposit in the amount of \$500 is due upon receipt. Raue Center reserves the right to make this contract null and void if advance deposit and contract is not returned within 30 days of its issuance.
- Renter agrees that all charges as outlined with Raue Center will be paid to Raue Center upon receipt of statement and recognizes that such statement represents an obligation to Raue Center.
- 3. **Renter must place \$750 damage deposit upon renting the theater.** Damage deposit due upon receipt or at least 3 days in advance of load-in, otherwise the renter will be denied access to the building. If the facility is restored to its original condition and no damage occurs, this deposit will either be refunded or applied to the balance of the rental fee.
- 4. Certificate of Insurance **MUST** be provided no less than 30 days prior to event providing evidence of liability coverage for renter in an amount of not less than \$1 million dollars in bodily injury and \$1 million dollars in property damage. Certificate of insurance must state that 30-day advance written notice will be given to Raue Center in the event of cancellation or material change in insurance coverage. Certificate of Insurance is to name Raue Center For The Arts as additional insured.
- 5. Liability: Raue Center For The Arts shall not be liable for any damage to property of the renter from whatever source, internal or external, nor shall Raue Center be liable for any loss of property from or on premises, however occurring, or for any damage done to effects of renter by an employee of Raue Center. Renter agrees to hold Raue Center harmless as against any claims for damage to person or property arising out of use of premises by renter.
- 6. Liability: Renter is responsible for any special clean up which may result from the event. Maintenance fee for clean up will be assessed, if necessary, as part of payment due statement.
- 7. Renter agrees that any materials (i.e. music, literature, poetry, lecture, comedy, etc.) performed at Raue Center is either original work or works for which renter has received written permission from the author or his licensed agent to perform. All permits and licensing fees are responsibility of renter.
- 8. Raue Center is to receive 10 complimentary tickets per performance.
- 9. No video cameras or photography will be allowed unless prior approval has been made with Raue Center Executive staff. All groups are responsible for informing their patrons in advance of this policy. Should renter want professional photography or video taken, renter must inform Raue Center.
- 10. Raue Center Technical Crew <u>WILL</u> be used to run all technical positions for each and every rehearsal and performance. This number will be determined on a per show basis by Raue Center staff but will not be less than 3 crew for load-ins and load-outs and 3 crew for rehearsals and performances. Any volunteer workers from the renting organization must receive permission and instruction by Raue Center Crew before executing any task relating to a technical portion of the show. This includes any task relating to sound, lighting, rigging, on-site assembly of set pieces, painting or any other occurrence that might cause equipment damage to the theatre. Furthermore, any volunteer workers will be expected to adhere to the call times and schedules of Raue Center Crew and will not be allowed to work in the theatre during crew breaks. Raue Center staff will be responsible for providing the necessary crew persons needed for all rehearsals and performances. Renter will be liable for any equipment it brings into the venue and agrees to not hold the venue liable for any damage to said equipment.
- 11. There will be a set maximum number of volunteer persons allowed to be onstage during load-ins and loadouts, to be determined by the Raue Center Technical Director. No one under the age of 16 may be present on stage at these times.
- 12. All terms and conditions set forth in the attached document are hereby incorporated as part of this agreement. Renter understands that this agreement is made subject to all attached rules and regulations of Raue Center For The Arts and will conform to said rules and be bound thereby.
- 13. Raffles are not acceptable without a city approved permit. Copy must be given to Raue Center.
- 14. All requests for changes must be in writing and approved by Raue Center.
- 15. Raue Center strongly reminds renter that they are responsible for their talent, staffing and audience members and their behaviors. In the event a patron/staff/talent becomes unruly or violates state law at anytime, Raue Center reserves the right to cancel agreement with 24 hours written notice mailed to agreed address to be delivered by certified mail.