

KEY CITY THEATRE

UNFORGETTABLE LIVES HERE



FACILITY RENTAL GUIDELINES

KEY CITY THEATRE

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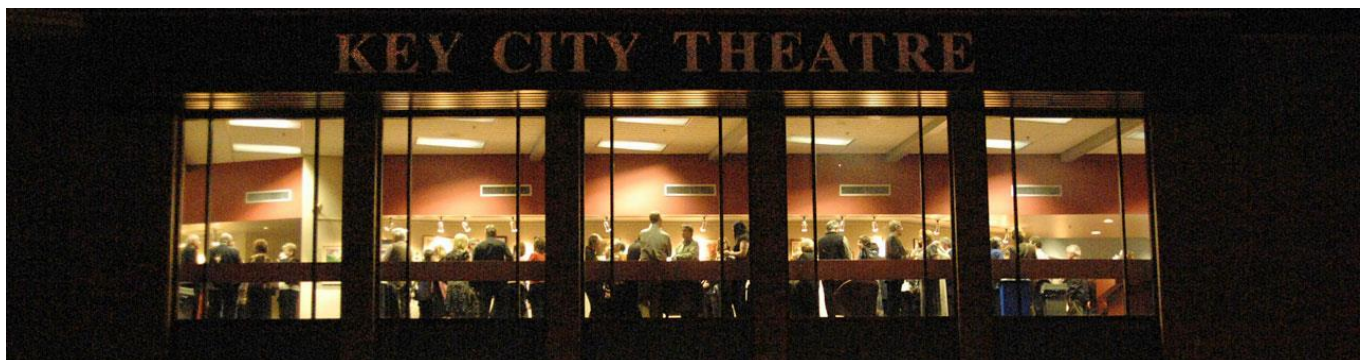
A BIT ABOUT US

Since 1992 Key City Theatre has been the premiere centre for the performing arts in the East Kootenay. Operated under the direction of the Key City Theatre Society whose objective is to foster appreciation of and community involvement in the arts, our mission is to create unforgettable moments for an increasingly diverse audience.



Key City Theatre provides a comfortable setting for quality entertainment. The main stage theatre offers raked seating for up to 602, has accessible seating and great sightlines throughout. The gallery stage can be set up bistro style for up to 75 patrons with concession and bar service convenient throughout events, or theatre style for up to 100 patrons. The upper gallery is perfect for Artist receptions, wine and cheese gatherings or more intimate acoustic individual performances. Our green room also offers space for private meetings or as an extra space adjacent to lobby events.

With an enthusiastic staff and team of highly trained volunteers, we offer a first-class venue for your rental needs. We are happy to answer any questions you may have. This booklet gives you a brief outline of what to expect when renting at the Key City Theatre and answers some frequently asked questions.



KEY CITY THEATRE

WELCOME TO CRANBROOK

Nestled in the heart of the Canadian Rocky Mountains, Cranbrook is in the southeast corner of British Columbia. Boasting 4 distinct seasons, Cranbrook and the Key City Theatre are the heart of the performing arts community in the East Kootenay area.

Cranbrook shares a time zone with Alberta, not BC, so be sure to set your clocks to mountain time.

Some helpful websites:

General

City of Cranbrook Information <http://cranbrook.ca/visitors/>

Accommodations

Downtown <http://www.prestigehotelsandresorts.com/locations/cranbrook/overview/>
Resort and Golf Casino <http://steugene.ca/en/home-page/>
Boutique <http://elizabethlakelodge.com/>

Food

Restaurant Brewery <http://www.theheidout.ca/>
Jamaican Fusion <https://ellascafe.business.site/>

Japanese <https://www.facebook.com/pages/Sakura/171995336168760>
Thai Fusion <http://www.hotshotscafe.ca/>

BOOKING PROCESS

HOLDS AND CHALLENGES

Prior to making a deposit, Key City Theatre can place a “soft” hold on a date or dates in our calendar for your event. If another party has held a date, you will be put into the position of 2nd hold

To confirm the date, you must complete the Rental Intake Form, along with your rental deposit.

If you are in 2nd hold position for the preferred date, you can ask us to challenge the 1st hold. Key City Theatre will then give the first interested party 48 hours to either confirm the booking or release their hold. If their hold is released, you will then be obligated to pay your deposit to confirm your booking.

DEPOSITS

Your cheque for the rental deposit must be made payable to: Key City Theatre - or you can contact us at the box office with your credit card number or eTransfer to galen@keycitytheatre.com. Deposit must be received in order to secure booking

Commercial bookings require a deposit of \$500 per day that is booked. Not-for-profit and community bookings require a deposit of \$100 per day that is booked. **SECURE YOUR BOOKING**

Rental Intake Forms are sent out as soon as the date has been confirmed with Manager of Events. Return the filled in form as soon as possible to initiate the booking process

The Manager of Events & Development will forward your estimate and contract for your execution and return. A booking is considered confirmed when the rental deposit and a signed contract has been received.

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TICKETING

The Marketing representative will contact you to confirm all ticketing information. Be sure to send your on sale date and a list of your desired number of artist's holds, media holds, complimentary tickets, and soundboard holds. You will receive confirmation of all details prior to on-sale date.

MARKETING AND PROMOTION

We want to help you make your event as successful as possible. Included with your rental agreement you will be offered inhouse marketing support to help get your event as much exposure as possible:

- We list your event in 2 places on our keycitytheatre.com website and ticketing page.
- Your event will be featured on the Selkirk Signs Electronic Messaging Centre
- Your event will be included on our Performance Schedule, available at the box office

For additional fees we also offer the following services. Contact our Marketing representative to arrange:

- Email blasts to our 2,500 + patron base, including design and copy for \$100
- Poster distribution to key points in and around the city (50 posters) for \$100
- Offer a targeted Facebook campaign for \$25 design fee plus the campaign budget amount

Contact the newspaper and other advertising outlets and start circulating your promotional material within the community.

Print:	Cranbrook Daily Townsman (250) 426-5201 amy.soucy@cranbrooktownsman.com http://www.cranbrooktownsman.com
Online:	eKnow (East Kootenay News Online Weekly) (250) 421-1668 info@e-know.ca https://www.e-know.ca
Radio:	2Day FM (250) 464-4100 https://radioplayer.vistaradio.ca/cjoc https://www.facebook.com/10752dayFM/ http://www.myeastkootenaynow.com Rewind Radio (250) 426-2224 https://1029rewindradio.ca/

Submit your 11" X 17" or 12" X 18" posters to our Marketing representative for distribution if desired/requested. Our Marketing representative will supply Key City Theatre graphic and logo for personalized event posters and be in touch with you to discuss the in-house services available to help make the most of your rental.

Free community event calendars can be accessed at:

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<https://www.cranbrooktownsman.com/calendar>
<https://www.e-know.ca/events>
<https://kootenaybiz.com/eventcalendar>
<https://www.cranbrookchamber.com/events/>

<http://95eh.ca>
<https://www.thedrivefm.ca/events>

INSURANCE

Every rental requires a Certificate of Insurance (minimum \$2 million liability) naming the following “Additional Insureds”

(Including their addresses if required)

Key City Theatre: 20 – 14th Avenue North, Cranbrook, BC V1C 6H4

School District No. 5: 940 Industrial Rd #1, Cranbrook, BC V1C 4C6

A copy of certificate of Insurance must be received no later than one week prior to the event

If you already have business insurance your company may issue offsite coverage for the event.

Key City Theatre will purchase coverage from eventpolicy.ca on your behalf if no COI is provided. That cost will be added to your final settlement

TECHNICAL INFORMATION

Our Head of Technical Services will be in touch to go over your requirements for the event. We require accurate timings for access to the building, plus any crew and equipment requirements you will have.

Any time any member of a rental group is present in the building, the Event Technical Director must also be present. Theatre daily rate includes 8 hours of Technical Director time. Please allow 30 minutes minimum before and after your access time to account for opening and closing the facility. If the Technical Director is required to be on hand for any reason, that will count toward your access time.

The renter has access to the building at the precise arrival time you have given on the rental intake form.

A rehearsal is defined as a private session for practicing and preparing for a public performance. This is only open to performers, crew, and supervisors directly involved in the production. If there are more than 30 people in the audience at any time it will be classed as a “Performance” and extra charges may apply.

GENERAL GUIDELINES

Please make the Key City Theatre staff aware of any updates and changes to your event as they may arise. Alert the Events Manager and the Technical Director of any last-minute changes on the day of the show.

Backstage washrooms are available for use during rehearsals.

Any member of the Key City Theatre staff has the authority to stop a production, if needed, to regain order or maintain safety.

All backstage hallways, entrances and exits must be kept clear.

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No food or drink other than water in the sound/light booths or on stage at any time.

The Key City Theatre has potentially dangerous equipment that is very expensive to replace. Therefore, untrained personnel are not permitted to operate any technical equipment. This includes, but is not limited to: the curtains, lighting and sound equipment, projection, lift equipment, etc. There are no exceptions to this rule.

Only the Technical Director has the authority to start a show. The start of a show is defined by any activity that requires the audience's attention.

STAGE SAFETY AND SECURITY POLICY

These policies and guidelines are intended to anticipate and respond to a broad range of event profiles - from family and children entertainment to stadium style rock and roll events - and provide appropriate controls to ensure audience safety and enjoyment for all audience members at a concert experience.

- **Guiding principles:**
 - Key City Theatre will aim to ensure the safety and enjoyment of a concert experience for all patrons.
 - **General Guidelines:**
 - The venue must be able to conduct a fire and evacuation at all times. Activities will not be permitted that will circumvent the fire and evacuation plan.
 - All persons must maintain their personal safety – no staff or volunteer should undertake an action which will compromise their own personal safety.
-

- **Venue Representative**
 - The Venue Representative maintains exclusive oversight and control of the event.
 - The Venue Representative will be the Executive Director.
 - When the Executive Director is not present, the Head of Technical Services or their representative will assume the role of Venue Representative.
 - The promoter, security company staff, 3rd party technicians, artists and performers are expected to respond to any safety direction from the Venue Representative immediately.
 - If deemed necessary, the venue representative may halt a performance.
 - **The Role of Security Personnel**
 - Security Personnel assigned to maintain crowd control. Duties include informing patrons of the rules and managing patrons' physical space.
 - This may require intervening in a patron's personal space to re-direct their actions.
 - Security personnel will be sourced only through approved security providers.
 - Security personnel must be physically capable, trained with prior experience in live event security and crowd management.
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- **Determining Need**
- It is the responsibility of the promoter to identify events that require security.
- The venue reserves the right to determine security requirements independent of and at the expense of the promoter.
- A general guideline outlines three levels of security:

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- Low: No alcohol consumption – ushers only
 - Average: Moderate alcohol consumption
 - High – Potential for:
 - High alcohol consumption
 - “Bar” style show
 - “Stadium” style show
 - High profile artists
 - Audience Dancing
 - Audience standing at the front of the stage
 - Young adult audience profile
 - The role of Ushers
 - Ushers first and foremost ensure the effective fire and evacuation plan and to oversee the audience and facility to ensure safety and enjoyment.
 - Job duties include ticket taking and informing patrons of theatre regulation and behaviour and report concerns as needed.
 - Ushers are not intended to be used as security personnel.
 - Patrons
 - Patrons are the individuals who are attending an event for their enjoyment.
-

- Alcohol
- From time to time Key City Theatre hosts events which have higher than normal alcohol consumption. The combination of higher alcohol consumption along with excitement from the event can lead to audience behaviours, which may be difficult to manage.
- Crowding
- Crowding is defined a concentration of people where patrons or staff are unable to move through a space due to the number of people in that space.
- Crowding can cause discomfort for seated patrons who are unable to leave the affected space. The combination of alcohol and crowding may lead to fights between audience members.
- The promoter and venue will ensure that sufficient security is in place and located at designated areas to respond to crowding issues.
- Security Staff and Ushers will monitor crowding and:
 - Direct patrons to the sides of the stage
 - Ensure aisles and emergency exits are clear
 - Direct patrons back to their seats if required
- Seated vs. unseated patrons
- Event planning should consider whether the audience will remain seated, standing or a combination of the two. Factors to determine will include age of the audience, past event history (other venues experiences), expected level of alcohol consumption, genre of event (rock, hip hop, punk).
- The promoter is expected to understand and communicate event details accurately to staff.

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- The venue is responsible to review information and approve / assist with planning. Where information or planning is deemed incomplete, the venue is responsible to ensure a satisfactory plan is complete.
 - A plan must be completed no less than two weeks prior to an event.
 - The venue may override a promoter's security and hire additional staffing / resources at the promoter's expense if deemed necessary.
- Dangerous behavior
 - Behaviour that may result in personal injury will not be permitted.
 - Ushers identifying dangerous behavior will report the behavior to the front of house manager.
- Communication
 - Clear communication must be maintained between the backstage crew, front of house ushers, box office, and security staff.
 - Radios will be distributed to the Event Technical Director, Front of House Manager, Door 2 Usher, Door 5 Usher Box Office Representative / Theatre Manager and Head of Security.
 - For shows with volumes over 90dB, radio users should use in ear headsets.
 - Additional radios may be distributed to security and ushers as needed.
 - Ushers will hold a pre-show event review meeting prior to each event and will be informed of any identified security issues and plans.
 - For events with Security, Security personnel will attend the pre-show event review with the ushers.
- Stage and Audience Chamber
 - The Stage and audience chamber are distinct from one another.
 - It is important for event staff to maintain a clear division to ensure performer and audience safety.
 - Audience Members are generally not permitted on stage.
 - Performers may invite audience members onstage from time to time.
 - Onstage Performances that have specific seating or onstage audience presence may also take place provided there is an established evacuation plan that recognizes the specific seating arrangements.
 - Venue staff and volunteers must anticipate and plan for measures to ensure audience members do not enter the performance area.
 - Patrons that access the stage will be asked to leave the stage area.
 - Patrons who do not comply may be physically removed by security staff.
- Access to stage
 - Clear access to the stage from the auditorium must be maintained at all times.
 - Ushers or security personnel will keep stairs clear of patrons.
- Backstage
- Alcohol and Cannabis
 - Key City Theatre is licensed for Alcohol sale and consumption in the front of house areas only.
 - Backstage areas such as the green room and dressing rooms are not licensed. As such, alcohol or cannabis cannot be served or consumed in these areas.
 - Due to Key City Theatre unique nature of being a School District property the no-alcohol and no-cannabis policy is strictly enforced.

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- Identification
 - Key City Staff, VIPs, Photographers 3rd party contractors requiring access to backstage areas will need a backstage pass. These can be obtained from the Head of technical Services or from the office.
 - Persons without a backstage pass may be restricted from entering the backstage areas.
- Smoking
- Smoking includes cigarettes, cannabis, vaping, and other forms of inhalation such as hookahs, cigars, and pipes.
- Smoking is prohibited anywhere in the venue. Persons caught smoking or lighting any materials on fire in the venue will be asked to leave the venue. This applies without exception to performers and to audience members.
- Burning of incense or smudging is permitted but requires the prior consent of management.
 - Any burning of incense or smudging requires notification to Mount Baker Secondary.
- Security staff and ushers observing smoking should ask the patron to put out the lit item immediately.
- Failure to comply with the no-smoking rule should be reported to the front of house manager immediately.
- Weapons
 - Items that may inflict bodily harm to another person will not be permitted.
 - Ushers and Security staff will remain vigilant.
 - Any weapons will be reported.
 - The Front of House Manager must immediately report the presence of weapons to police.
- Signage
- The following, but not limited to, signage may be placed in the venue at the discretion of Management.
- **Key City Theatre is committed to maintaining a safe and enjoyable atmosphere for all patrons. Violations of our safety policies compromise the well-being of attendees, staff, and performers. Therefore, strict consequences will be enforced against those who fail to adhere to these guidelines.**
- **Consequences of Violation:**
- **Warning:**
 - Patrons found in minor violation of safety policies will receive a verbal warning from venue staff or security personnel. The nature of the violation and the warning issued will be documented.
- **Removal from Event:**
 - Should a patron persist in violating safety policies after receiving a warning, or if the initial violation is deemed severe (e.g., endangering others, aggressive behavior, unauthorized access to restricted areas), the individual will be escorted out of the venue by security personnel. No refunds will be issued in such cases.
- **Banning from Future Events:**
 - Patrons who commit serious infractions, or those with repeated violations, may be banned from attending future events at Key City Theatre. The duration of the ban will depend on the severity of the infraction(s).

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- **Legal Action:**
 - In cases where a safety policy violation constitutes illegal behavior (e.g., assault, vandalism, theft), Key City Theatre reserves the right to involve law enforcement and pursue legal action against the individual(s) involved.
- **Reporting and Documentation:**
- Venue staff and security personnel are responsible for reporting all incidents involving safety policy violations. Detailed reports will include the nature of the violation, the response taken, and any subsequent actions.
- **Review and Appeals:**
- Individuals subjected to the consequences outlined in this policy may request a review of their case. Appeals must be submitted in writing to the Executive Director within 30 days of the incident.
- **Policy Enforcement:**
- Key City Theatre staff, including security personnel are responsible for enforcing this policy. All staff members are trained to handle safety violations with professionalism and respect for all parties involved.
- **Communication:**
- This policy will be communicated to patrons through visible signage at the venue, pre-event announcements, and inclusion in event programs and on the Key City Theatre website.
- Key City Theatre is dedicated to ensuring the safety and enjoyment of all patrons at concert experiences, accommodating a wide range of event profiles.
- Venue must always be ready for fire and evacuation; personal safety of staff and volunteers is paramount.
- The Venue Representative, typically the Executive Director or Head of Technical Services, has exclusive control over the event, including the authority to halt performances if necessary.
- Security personnel are essential for crowd control and must be sourced from approved providers, with the necessary physical capability and experience in live event security.
- The promoter is responsible for identifying the need for security, with the venue having the final say on security requirements, potentially at the promoter's expense.
- Security levels are determined based on factors like alcohol consumption, event type, and audience profile, with guidelines specifying low, average, and high security needs.
- Ushers play a key role in ensuring the fire and evacuation plan is effective, managing audience safety and enjoyment without acting as security personnel.
- Patrons' behavior can be influenced by alcohol consumption and crowding, requiring careful management to prevent issues like fights.
- Event planning should consider whether the audience will be seated or standing, with the promoter and venue collaborating to finalize plans at least two weeks before the event.
- Dangerous behavior is not permitted, and ushers are tasked with reporting any such incidents to the front of house manager.
- Clear communication among all event staff is crucial, with radios and pre-show meetings facilitating coordination.

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- The distinction between the stage and audience chamber must be maintained to ensure safety, with specific protocols for audience members on stage.
- Backstage areas are subject to strict no-alcohol and no-cannabis policies, with backstage passes required for access.
- Smoking is prohibited throughout the venue, with specific allowances for incense or smudging upon management's consent.
- Weapons are banned, and the presence of any must be reported immediately, with police involvement if necessary.
- Consequences for violating safety policies include warnings, removal from events, bans from future events, and potential legal action, with a process for reporting, documenting, and appealing such incidents.
- The policy is enforced by trained Key City Theatre staff and communicated to patrons through various means to ensure a safe and enjoyable atmosphere.

WE ARE HERE TO HELP

Please talk to us! Even if you don't know exactly what you need in the way of lights or sound, tell us what you want to see happen for your event. That way we can relate your needs to our facility and do our best to give you exactly what you're looking for. Take the time to clearly communicate your needs so we may best coordinate the facility's resources required to achieve your goals.

FAQ'S

Is there a commission on merchandise?

Any merchandise (CD's, shirts, posters, videos, etc.) sold in or adjacent to the Key City Theatre is subject to a 15% commission fee (including taxes, if applicable) if you provide the seller, that will be collected by our Events Manager on the night of the show. If you require us to provide the Merch seller(s), commission will be 20% (including taxes, if applicable)

Where can merchandise be sold?

Merchandise can be set up either in the designated bunk in the lobby, or we can provide tables for set up in the lobby.

Can we come in early to drop off some things?

Because of the Key City Theatre's heavy booking schedule and lack of storage facilities, it is not possible to get into the Theatre, or to store equipment or props prior to your event. Also, nothing may be stored after your event has finished unless you make special arrangements with the TD.

Will everything be ready when I arrive?

When you arrive at Key City Theatre the house is ready for you in our standard house hang. Specific set up will begin upon your arrival so please allow for time in your schedule to hang and focus stage lighting, set up and check sound, etc.

Any alterations to the house lighting or sound system must be restored after your event is over, so that time must also be accounted for in your estimated schedule.

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Our Technical Director is here to answer your questions and to help you come up with the very best schedule and arrange for the right number of people to most expediently help set up and strike your show.

Is there flat load in access?

There are 2 load-in areas and one provides flat access for wheeled equipment. There is no elevator in the building and any equipment required at the top of the house, or upper lobby will have to be manually moved up the stairs.

Is there a place to park a bus or large vehicle?

Yes there is. You can pull up onto the sidewalk area adjacent to the stage door access on the west side of the building. (see attached map). We require ADVANCE NOTICE of any buses parking near the building, so we can give the adjacent high school appropriate notice. Buses MUST NOT BE KEPT RUNNING during school hours, as the fumes will go into the ventilation system, creating a hazard to the occupants.

What is Entandem and what does it mean to me?

You should be aware that your event may be subject to Entandem Tariffs. **Entandem** is a joint venture between RE:SOUND and SOCAN, created to simplify the licensing process so you can play the music you want legally and ethically, ensuring that those who made the music are compensated. Under your license agreement, you will be responsible for both reporting your event and any costs levied against it. www.entandemlicensing.com

Do you have pianos onsite?

The main stage has a 9' Bluthner Grand Piano and the gallery stage has a 6' Yamaha Grand Piano available. Our green room has a Kawai upright rehearsal piano. We also have a Hammond B3 Organ with Leslie rotating speaker cabinet available. Tuning and specialized technicians may be required. Prior approval is needed in order to access any of these instruments. Please contact the Manager of Events for more information and to arrange rental.

Can we have a raffle?

Raffles are permitted on the premises as long as we receive a copy of your valid raffle license.

Is smoking permitted at Key City Theatre?

Key City Theatre is an entirely non-smoking building. This includes vaping.

Is Alcohol Permitted backstage?

Due to the constraints of our liquor license, there is no alcohol allowed in the backstage area, green room or dressing rooms.

What about animals? Can I bring my pets?

Key City Theatre is an animal free zone, unfortunately, so please leave the parakeets, iguanas, puppies and llamas at home (along with any other non-humanoids). Service animals are the only exception. **Please contact our events manager to make accommodations for service animals.**

What do I need to know about Special Effects (SPFX)?

Some of the most exciting things in theatre are also the things that are the most dangerous. Most of these things fall under the heading of Special Effects. The most important thing to remember is that WE WILL NOT

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ALLOW THE SAFETY OF A PERFORMER OR PATRON TO BE JEOPARDIZED BY AN UNSAFE SPECIAL EFFECT! Badly planned or poorly built special effects are ineffective and dangerous.

If your show involves pyrotechnics of any kind, you must obtain a permit from the Fire Marshall (250-426-2325). Pyrotechnics may include, but are not limited to: Flashpots, smoke effects, gerbs and air bursts. A designated, licensed pyrotechnician must be on site for all effect operations. Open flame effects must be approved by the technical director ahead of time and may also require a pyrotechnical permit.

Usage of firearms, including blanks, pellet guns, air rifles or recreational replicas require both prior approval of the Technical Director and a designated crew person with a Firearms Possession and Acquisition License.

No written approval or permit equals no SPFX/fire, no exceptions! These approvals and permits take time to acquire – so make sure that we are the first to know about anything out of the ordinary that needs to happen on your show. Tell us exactly what you want to do as far in advance of your show as possible

Fog, haze effects and smoke-machines may be used upon prior approval only.

Can I fly objects?

Key City Theatre does not have capacity to fly items. If you require items to be flown, please review with the Technical Director well in advance of the event to identify suitable solutions.

Are there any other prohibited materials?

Our rules and regulations prohibit the use of hay, dirt, branches or any organic materials that may prove to be a fire hazard or may contain pests. No running water or large containers filled with water (or other liquids) are allowed on the stage. Please contact us in advance if you wish to use any snow effects or glitter, etc.

Can I supply my own tech staff?

Qualified individuals may be used to cover your staffing needs upon approval. You will be responsible for providing us with proof of Workers' Compensation coverage.

Can I sell my own tickets?

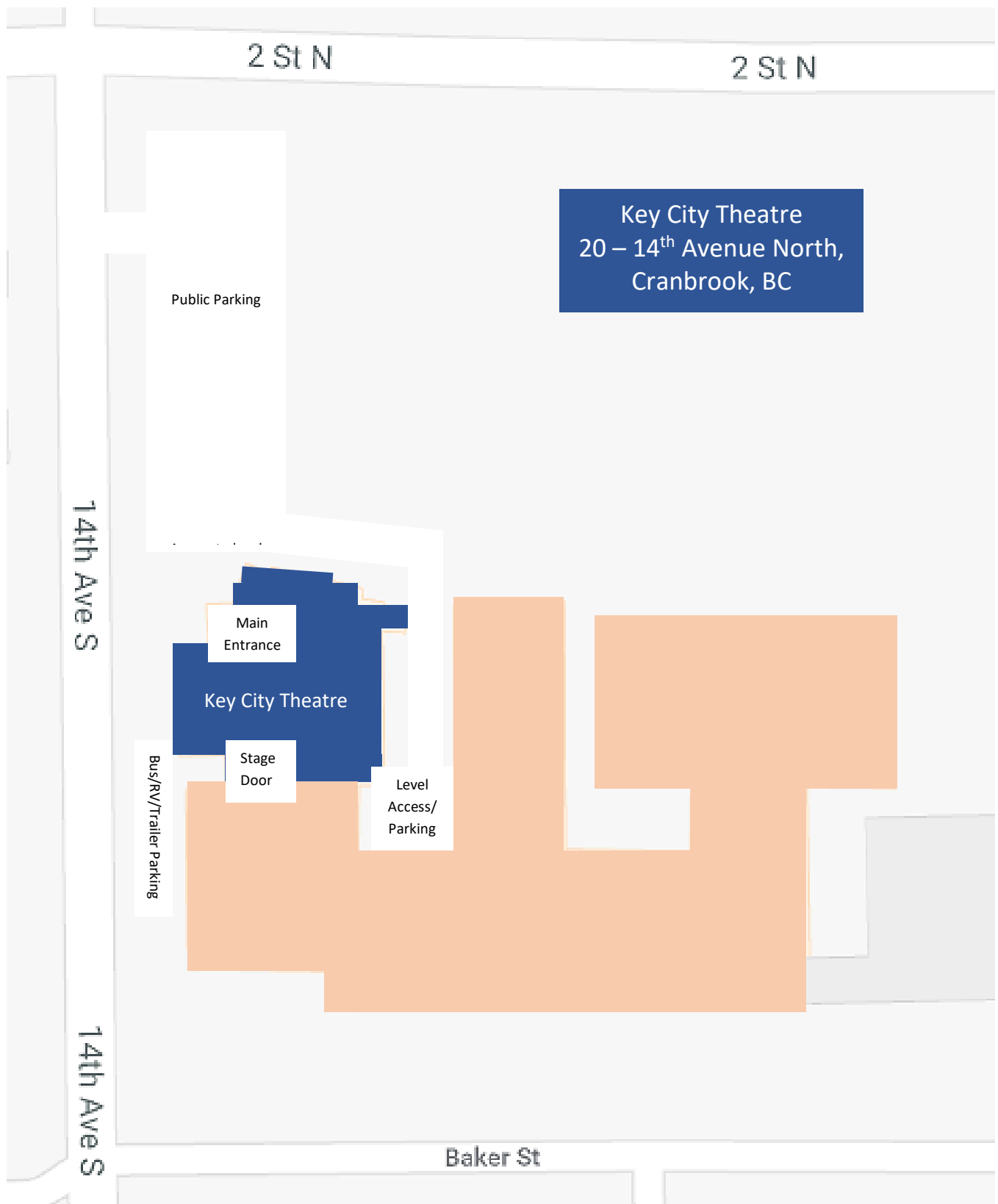
All tickets must be generated by Key City Theatre Box Office. We do not allow alternate box offices to sell tickets for events at Key City Theatre. In some circumstances we do provide bulk tickets for offsite sale.

Do I need to use Ushers? And if so, can I supply my own?

Our ushers and volunteer corps have been trained in evacuation procedures and are in place to ensure the safety of patrons. We require that all renters utilize our well-trained team of volunteers.

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Map



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CONTACT US

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