

# University Theatre Services

## Booking Information Document

*Prices and Policies in Effect as of January 1, 2020  
Revised October 10, 2019.*



*Eckhardt-Gramatté Hall*



*University Theatre*



**UNIVERSITY OF CALGARY**  
FACULTY OF ARTS  
School of Creative and Performing Arts

# Welcome to University Theatre Services

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## Our team

University Theatre Services provides event management and technical production expertise for approximately 500 amateur and professional events held in our facilities every year.

Our professionally trained staff have extensive experience with dance, drama, music, conference services, and everything in between which allow us to help clients with all their venue and technical needs.

Together, we have more than 150 years of professional experience in managing and operating events for the local, national and international community. We are able to provide support from planning through to production, including marketing, ticketing, execution, and customer service. We can also follow up with administrative roles after an event as a one-stop operation.

Many of our clients have been with us for more than 20 years and rely on our team for technical expertise and advice in pursuit of their own artistic ambitions.

We welcome the opportunity to help you achieve your goals to ensure the success of your event.

## Our facilities

For more information about our facilities, please visit:

[arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities](https://arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities)

### Performance venues:

University Theatre - 505 Seats  
Eckhardt-Gramatté Hall - 384 Seats  
Boris Roubakine Recital Hall - 200 Seats

### Meeting venues\*:

Husky Oil Great Hall - 80-192 Seats  
Evans Room - 33-90 Seats  
CIBC Hub Room - 24-60 Seats  
Scotiabank Milling Area - 22-50 Seats

\* Capacity depends on set-up requirements

## Important deadlines

### Signed Lease & Payment Deposit

Please review your lease and return a signed copy along with the payment deposit to University Theatre Services by the date indicated on Schedule 2 in the lease. Our receipt of the signed lease with your payment deposit will officially confirm your booking with us. Ticket printing and online sales cannot occur until we have received these requirements. If you are paying by cheque, please make it out to the University of Calgary. If you would like to pay the deposit via credit card, or if you have any questions, please call 403.220.4918 or email our Venue Business Administrator at [accounts@theatreservices.ca](mailto:accounts@theatreservices.ca)

### 8 weeks before your event

Please complete and return the booking forms for Technical, Front of House and Ticketing Information at least eight weeks prior to your event. Forms can be located online at: [arts.ucalgary.ca/creative-performing-arts/theatre-services/how-book-and-faqs](https://arts.ucalgary.ca/creative-performing-arts/theatre-services/how-book-and-faqs)

Completed booking forms can be emailed to [booking@theatreservices.ca](mailto:booking@theatreservices.ca) or faxed to 403.210.8189. We use the information in these forms to plan for appropriate staff levels, technical requirements, set-up and sale of tickets, and any other matters that may require lead time to prepare.

### 2 weeks before your event

This is the deadline for proof of insurance. Failure to submit proof of insurance by this deadline may result in the cancellation of your event. Please return relevant paperwork to [booking@theatreservices.ca](mailto:booking@theatreservices.ca)

### 2 weeks after your event

University Theatre Services will send you the running charges sheet. Please take this opportunity to review the expenses from your event. We now email invoices in order to save time and respect the environment. If a balance remains, we will process a refund at this time and send it to the business address listed on your signed lease.

### Final Payments

Any amount that is owed to University Theatre Services must be paid within 30 days of receipt of the invoice. If a balance was remaining after your event, we will complete a direct deposit into your account (if provided) or mail a cheque to your business address. If you require further information please call 403.220.4918 or email our Venue Business Administrator at [accounts@theatreservices.ca](mailto:accounts@theatreservices.ca). University Theatre Services will endeavour to complete this process within 6-8 weeks of your event end date.

## Contacts

### Address:

CHD 100 - 2500 University Drive NW  
Calgary, Alberta, T2N 1N4

Phone: 403.220.4901

Fax: 403.210.8189

### Website:

[arts.ucalgary.ca/theatre-services](https://arts.ucalgary.ca/theatre-services)

### Business Hours:

Monday to Friday, 8:30 am to 4:30 pm  
Closed weekends, holidays and Dec. 25 to Jan. 1.

### Event & Conference Bookings and Ticketing:

403.220.4901

[booking@theatreservices.ca](mailto:booking@theatreservices.ca)

### Stage Manager (Technical):

403.220.4910

[technical@theatreservices.ca](mailto:technical@theatreservices.ca)

### Rozsa Centre Event and Conference Coordinator (Technical):

403.220.3458

[meetings@theatreservices.ca](mailto:meetings@theatreservices.ca)

### Front of House Manager:

403.220.4906

[foh@theatreservices.ca](mailto:foh@theatreservices.ca)

### Accounts:

403.220.4918

[accounts@theatreservices.ca](mailto:accounts@theatreservices.ca)

### Manager, Venue & Client Relations:

403.220.4920

[manager@theatreservices.ca](mailto:manager@theatreservices.ca)

## Payment of fees

Payment of the deposit and the final invoice can be made by cash, cheque, or credit card.

Cheque payments must be made to the **University of Calgary**. Postdated cheques are not accepted.

Clients will be charged a \$25.00 NSF fee for any dishonoured cheques. This fee is subject to change without notice.

## General information

### Copyright permission

Royalty payment and copyright clearance is the sole responsibility of the renter. The renter must accept all responsibility for and absolve the University of Calgary from any liability or expense arising out of the use of any composition, work or material covered by copyright.

Copyright permission must be received from the appropriate collective for the public performance of both live and recorded music.

SOCAN ([socan.ca](http://socan.ca)) licenses material your group will be performing or will be playing via CD, iPod, etc. This collective manages royalty payments to the lyricist(s) and songwriter(s).

RE:SOUND ([resound.ca](http://resound.ca)) - licenses recorded music for public performance. This collective manages royalty payments for the recording artist(s) and record companies.

Public viewing of film and video must have the authorized consent of the copyright holder(s). All publicly viewed film and video must be rated, unless exempted, by the Alberta Film Classification ([albertafilmratings.ca](http://albertafilmratings.ca)).

### Smoking

The University of Calgary is a smoke- and cannabis-free environment. This includes all forms of e cigarettes.

### Lost and found

All lost and found items are kept for 30 days after the event. Please call us at 403.220.4901 during regular business hours.

### Event estimation

We can offer you guidance on pricing, but because the actual costs of your event may vary depending on your needs during occupancy, we cannot offer guaranteed estimates.

For meetings and conferences, you may need to budget for AV equipment. If your booking occurs outside business hours, it will also require a conference attendant.

Performance events require technicians and front of house staff, whose labour costs depend on the nature of your booking, and how long they are required to be onsite.

For performances, please contact our Stage Manager, who can provide an estimate on technical labour and materials, and our Front of House Manager, who can provide an estimate on front of house labour, ticket printing, and sales commissions.

Please note, without a signed lease, venue availability is subject to change without notice.

### Parking

Parking on campus is operated by Parking Services ([ucalgary.ca/parking](http://ucalgary.ca/parking) or 403.220.6771). University Theatre Services does not control any loading dock or parking area adjacent to our theatres.

We suggest that patrons use the Arts Parkade. The parkade is accessible from 24 Ave. NW and Campus Gate NW. Directional signage to all of our venues is located on the +15 walkway.

### Campus maps

Maps of the University of Calgary, including an interactive room finder, can be found at [ucalgary.ca/map](http://ucalgary.ca/map).

### Mandatory safety orientation meeting

A mandatory safety meeting with your technician will be required within 15 minutes of your arrival.

Your cast must also have a safety orientation within 15 minutes of their arrival.

### UCalgary safety policies

For further information on University of Calgary safety policies and procedures please visit [ucalgary.ca/safety](http://ucalgary.ca/safety).

### Emergency phone numbers

Police, Fire, Ambulance: 911  
Campus Security: 403.220.5333  
Rozsa Centre Technician: 403.990.4395  
University Theatre Technician: 403.990.4397

If you do call 911, please call Campus Security afterwards to inform them of the incident.

## Front of house

### Front of house staff

We provide a house manager, ushers, concession attendants, and a box office cashier. Hourly and overtime rates apply. Current rates are indicated on schedule 2 of your lease.

Ushers collect tickets, distribute programs, assist patrons in finding seats, and set up tables for merchandise and reception. If requested, they will also operate a coat-check service.

A 15-minute break is required for all staff within no longer than three-and-a-half hours of continuous labour. An unpaid meal break is required for all staff after five hours of labour.

Please confirm all front of house requirements are listed in the front of house information form, which is due eight weeks prior to your event.

### Concession services

All concession food and beverage sales must be conducted by University Theatre Services. Concession service consists of coffee, pop, juice, bottled water, beer, wine and light snacks. For additional information, please contact our Front of House Manager.

If concession service is requested, a minimum of \$150 of concession sales will be required. If sales are less than \$150, you will be billed the difference.

Alcohol must be purchased at our concession and consumed within the lobby, or theatre seating if deemed allowable by University Theatre Services. The public consumption of alcohol in any other area is strictly prohibited.

### Intermission

Any performance exceeding 90 minutes in length is required to provide at least one fifteen-minute intermission. Failure to provide such intermission a fee of two hundred and fifty (\$250.00) dollars shall be charged on the final invoice.

### Programs

Any programs required to be distributed to your patrons must be given to your House Manager no later than one hour before showtime. Please ensure any inserts have already been stuffed into the program.

### Merchandise sales

Clients are responsible for all aspects of merchandise sale activity within our venues. If University Theatre Services FOH personnel are requested to assist in merchandise sales then they will be charged out at the cashier rate listed on schedule 2 and will be dependant on availability. **ALL MERCHANDISE SALES ARE SUBJECT TO APPROVAL BY UNIVERSITY THEATRE SERVICES AND ARE SUBJECT TO A 15% SURCHARGE.**

### Post/Pre-show receptions

We would be pleased to discuss all of your pre/post show reception options. Additional rental and labour rates may apply and only University of Calgary approved caterers may be used. Please contact our Front of House Manager to discuss your options.

### Publicity

Patrons call us frequently looking for event information. We ask that you provide us with information for your event, including a contact from your organization.

A poster can be displayed, space permitting, in our lobby prior to your event. You can deliver your poster to our main office.

### Ticket policies

All tickets must be printed and sold through University Theatre Services.

Online ticket sales will go off sale three hours prior to the start of your performance.

Pre-ordered tickets will be held at the venue's "Will Call" for pick up. All Will Call tickets must be picked up by the credit card holder.

Unsold tickets may also be made available for sale one hour before the performance.

If door sales are requested by the Client, our on-site box office will open one hour before the performance and close 30 minutes after the start of the performance. Box office personnel will be billed to the Client for three hours at the cashier rate listed on schedule 2.

Ticket sales are final. No exchanges or refunds are allowed for purchased tickets.

### Online and box office payment methods

Online ticket sales accept Visa and Mastercard only. Debit cards, including Visa debit cards, are not accepted.

Box office sales accept Visa, Mastercard, Amex, Debit and Cash. Personal cheques are not accepted at the box office.

### Wheelchair seating

All of our venues are wheelchair accessible and have patron drop-off locations outside. For advance notice and inquiries, please call our Front of House Manager.

### Babes in Arms

University Theatre Services requires that all patrons, regardless of age, who access a performance must hold a ticket to do so. The University of Calgary has strict occupancy rules which University Theatre Services must abide to. If you have questions about this policy please contact the Front of House Manager.

## Technical Information

### Production needs

Please confirm your equipment needs, proposed schedule(s), and technical requirements for sound, lights and stage as listed in the technical information form, which is due eight weeks prior to your event.

### Length of performance

Performances cannot be longer than three-and-a-half hours, including intermission.

Second performances on the same day must have at least two hours between the end of the first performance and the start of the second performance.

### Technician call times

Please allow at least 30 minutes between your arrival and rehearsal time if you don't require set-up. Technicians are required to be in the facility at least one hour prior to your performance.

A 15-minute break is required for all staff after no more than three-and-a-half hours of continuous labour. An unpaid meal break of one hour is required for all staff after five hours of labour.

The Stage Manager will be in contact with you at least four weeks prior to your event to confirm a daily schedule for your event.

### Special effects

Please consult with our Stage Manager about any special effects including fog, haze, strobe lights and open flame. All costs associated with required control measures must be assumed by the client. Many of these effects are subject to government legislation and established university policies and procedures.

Use of fog and haze effects are restricted within certain areas of our facilities. Clients are liable for any City of Calgary charges due to accidental fire alarms caused by fog/haze effects. The use of pyrotechnical effects is prohibited in our facilities.

### Firearms

The use of firearms and replicas must comply with all federal and provincial legislation, as well as University of Calgary policies and procedures. Please consult with our Stage Manager about your needs.

### Set

Please notify your Stage Manager if you have a set. Sets must be constructed in a manner that will not be a safety hazard, using materials that are fire resistant. Cardboard sets are not allowed on stage due to fire regulations.

Major construction should be completed before move in. The University cannot provide any tools or hardware for your scenery. If you plan on completing any construction or painting on site, please discuss your needs with our Stage Manager before move in.

Please note that articles known to cause allergic responses are restricted from our venue. This includes, but is not limited to, hay and straw.

Sets and props must be moved out of the facility at the end of your last performance day. Sets cannot be disposed of in University of Calgary dumpsters.

### Lighting requirements

Each facility has a house plot that normally meets the needs of our clients. If you require extra fixtures to be added to our plot, we will allocate more time for your set-up and strike. Information on our house plot and inventory can be found on our website, or you can contact our Stage Manager.

On average, each lighting fixture takes 10 minutes to hang and five minutes to remove. Please plan for each lighting cue to take five minutes to develop from start to finish. Please contact our Stage Manager no later than four weeks prior to your event to ensure that you have scheduled enough time.

Most of our lighting equipment is included in your booking rental fee. Materials such as gel, gobos, third party rentals, or any other direct material costs may be subject to an additional fee.

### Sound requirements

Each facility is equipped with an audio system that meets the needs of most clients. Information on our audio system can be found on our website, or by contacting our Stage Manager.

If you plan to reinforce your performance with the addition of microphones, such as a live band or music, the audio console may need to be placed in the house. This would require our audio technician to be in the house to properly mix your performance. Please consult with our Stage Manager before you complete your ticket request form in order to ensure that the appropriate seating has been held for this.

Most of our audio equipment is included in your booking rental fee. Items such as wireless mics, stage monitors, third party rentals, and any other direct material costs may be subject to an additional fee.

## Rates

(as of Sep. 1, 2019. Prices subject to change.)

### Labour charges

Front of House Manager \$24.50/hr  
Cashier \$22.00/hr  
Usher \$20.50/hr  
Technician \$40.00/hr  
Room Set-up \$40.00/hr  
Facility Attendant \$20.50/hr  
Overtime rate is 1.5 times the normal hourly rate after seven hours of labour.  
Holiday rate is 1.5 times the normal hourly rate.

### Labour Parameters

Technical staff must arrive 30 minutes prior to the Client's arrival.

A 15-minute break is required for all staff after no more than three-and-a-half hours of continuous labour. An unpaid meal break of one hour is required for all staff after five hours of labour.

Employees cannot exceed a 12 hour span of day, including breaks. If you require more than 12 hours in one day, arrangements must be made for a secondary team for your event.

### Staffing complement

The normal staffing complement per performance is indicated below. We may require additional staff, depending on the nature of your event. Please talk to both our Front of House Manager and Stage Manager for additional information.

#### University Theatre

3 Technicians  
1 Front of House Manager  
5 Ushers

#### Eckhardt-Gramatté Hall

2 Technicians  
1 Front of House Manager  
4 Ushers

#### Boris Roubakine Recital Hall

1 Technician  
1 Front of House Manager  
2 Ushers

### Stage supplies

Data Projector - \$200/day  
Rear Projection Screen - \$150/day  
Fog Machine - \$30/day  
Hazer - \$30/day  
Dance Floor - \$150/day  
Dance Floor Tape - \$25/day  
Piano - \$35/day  
Piano Tune - \$175/per tune

### Sound equipment

Wireless Mic - \$30/day  
Stage Monitor - \$30/day  
Meyer MTS4 (pair) - \$100/day  
Mixer - \$50/day  
Recordable CD - \$5/each  
USB Stick - \$10/each  
AA Battery - \$1/each  
9V Battery - \$4/each

### Event Centre Equipment

Data Projector - \$200/day  
8' Screen - \$30/day  
10.5'x 14' Screen - \$150/day  
16" Staging Risers - \$50/day  
Wireless Mic - \$30/day  
PA Speaker - \$30/day  
Mixer - \$30/day  
Computer - \$75/day  
Computer Speaker - \$20/day  
Presentation Remote - \$10/day  
Television - \$30/day  
Blu-Ray Player - \$20/day  
Mini Player - \$20/day  
Flip Chart - \$15/day  
Easels - \$5/day  
Audio Visual Cart - \$10/day  
Photocopies - \$0.15/page  
Table Cloth / Skirt - \$25/day

### Ticket charges

#### Service charges to client

A \$2.00 Vendini Patron Service Fee per ticket will be built into the ticket price. Please note that NO commission or service fees apply to this \$2.00 Vendini Patron Service Fee. This \$2.00 fee is deducted before calculating additional fees.

#### Online and door ticket sales

6% commission will be charged on all sales.

3% service fee will be charged for all credit card sales.

#### Complimentary tickets

Complimentary tickets are tickets that the client gives away free of charge to patrons. There is a \$0.50 printing fee per complimentary ticket.

#### Promoter tickets

Promoter tickets are tickets that University Theatre Services prints for the client at the highest ticket price point for the event. These tickets are for the purpose of Client resale.

6% commission will be charged for all promoter tickets printed and is based on the highest ticket price point for the event.

There is an additional \$0.50 printing fee for each promoter ticket.

#### Ticket Returns

Any complimentary or promoter ticket(s) that a client needs to return must be received no later than two business days before the event.

### GST

5% GST will be added to all charges.

It is the sole responsibility of the renter to remit all applicable GST from revenue that was generated during your stay at Theatre Services. University Theatre Services will not remit GST on your behalf.

## Booking FAQs

### **How late can I cancel my event?**

Once your event is confirmed via signed lease and payment deposit received, you may cancel within a week prior to your event start date with a limited penalty. The building deposit is non-refundable, but with one weeks advance warning the labour deposit may be refunded to you. If your event is cancelled and you do not occupy the venue then the damage deposit will be refunded.

### **Can I use my own ticketing system?**

All tickets must be provided and sold by University Theatre Services. If you have special requirements, please contact our Booking Administrator at 403.220.4901 or by email at [booking@theatreservices.ca](mailto:booking@theatreservices.ca) to discuss your needs.

### **When can tickets go on sale?**

We require a signed lease and a deposit to be made to the University of Calgary before ticket sales can occur. Please note we must receive your ticket order form at least two weeks before your tickets are expected to go on sale.

### **Can my event be catered?**

The University of Calgary has an on-site caterer that can provide catered service for your event. Please contact our Front of House Manager at 403.220.4906 or by email at [foh@theatreservices.ca](mailto:foh@theatreservices.ca) for further information.

### **Can I get a quote for my event?**

University Theatre Services does not provide quotes. We can offer you guidance on pricing, but the actual costs of your event will vary depending on your needs during occupancy. Please contact our Stage Manager at 403.220.4910 or by email at [technical@theatreservices.ca](mailto:technical@theatreservices.ca) for technical material and labour costs. Please contact our Booking Coordinator at 403.220.4901 or by email at [booking@theatreservices.ca](mailto:booking@theatreservices.ca) for tickets printing and commission