



RIVERSIDE THEATRES

2009

PERFORMANCE HIRE GUIDE

GENERAL INFORMATION & THEATRE POLICIES

The purpose of this Hire Guide is to provide you with the answers to the many questions you may have -- particularly if this is the first occasion you have presented here.

Riverside Theatres complex is situated on the banks of the Parramatta River on the corner of Market and Church Streets, Parramatta.

The complex contains a range of available rooms and spaces, which may be hired to suit individual needs. There are three (3) distinct major performance spaces available of differing seating capacities :

Riverside Theatre ***capacity 760***

Lennox Theatre ***capacity 244***

Raffertys Theatre ***capacity 90***

The covered external courtyard is also an ideal cabaret space for bands / music performances.

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Riverside Theatre

This is a traditional proscenium arch, 760 seat theatre venue with stalls (534), circle (114) and gallery (115) levels.

The architectural design is based on the common European Opera House concept to provide a very warm, intimate and 'live' performance space.

It is regarded as an "A Reserve" house, which means that sightlines are good in most seats and a standard ticket price can apply to the whole house at the Hirer's discretion.

The large stage area has a fly tower facility and the venue boasts full staging, lighting and sound capabilities of a standard comparable to many larger commercial venues.

Lennox Theatre

This venue is a multi-use performance space with flexible seating which allows a large number of seating configurations in both theatre or cabaret style.

The seating capacity depends on the configuration chosen by the Hirer.

The standard configuration of Lennox Theatre is in end on mode with one seating row on floor level. This configuration results in 224 seats. With an additional floor row, the capacity can be increased to 244 seats.

The venue is normally hired as a flat floor performance space, however a 600mm or 800mm high stage can be provided upon request. The stage area is 12m. x 6m.

Some of the possible Lennox configurations are shown on following pages.

Raffertys Theatre

The flexible seating in Raffertys allows this studio performance space to be configured in three different modes - end on seating, corner mode or cabaret.

The standard configuration is end on mode with a flat floor performance space. This configuration provides a 90 seat capacity venue.

NOTE: Hirers should note that all departures from standard configurations involve a considerable labour component with resultant costs which are charged to the Venue Hirer.

If you are unfamiliar with this practice of charging labour costs, you should discuss this with the Riverside Theatres staff.

SCHEDULE OF STAFF & OTHER CHARGES

Theatre Hire Charges are designed to cover two distinct elements, hire of the venue and cost of staff needed for the successful conduct of the particular event for which the venue has been hired.

Labour

Labour Charge Monday to Saturday	\$37.50 per hour
Labour Charge Sunday & Public Holiday & any staff periods exceeding 8 hours	\$75.00 per hour

Riverside Theatre

Labour included in hire

4 x FOH x 4 hrs
1 x Lighting Operator x 4 hrs
1 x stagehand/fly man x 4 hrs
1 x sound technician x 4 hrs
1 x backstage security x 4 hrs

plus

Front of House Supervisor
2 x FOH increase for Circle
2 x FOH increase for Gallery

Variable Booking Fees

Based on Ticket charge

\$10.00 - \$30.00	\$2.75
\$30.01 - \$50.00	\$3.85
\$50.01 - \$60.00	\$4.40
\$60.00 +	\$5.50
All complimentary tickets issued \$0.75	

Entertainment Industry Service Fee (EIS)

Based on venue size & subject to change

0-250	\$25.30
250-500	\$50.60
500-1000	\$75.90
1000 -1500	\$126.50
1500 - 2000	\$158.15

Lennox Theatre

Labour included in hire

1 x FOH x 4 hrs
1 x Tech x 4 hrs

plus

Front of House Supervisor	\$26.25/\$52.50
Back Stage Security	\$26.25/\$52.50
1 x FOH for excess 150 pax	

Credit Card charge 4.5%

Equipment & supplies

Piano Tuning/Move	
Gaffa Tape	\$24.50
Lamp Replacement Surcharge	\$200.00
Data Projector	\$900.00

Raffertys Theatre

Labour included in hire

1 x FOH x 4 hrs
1 x Tech x 4 hrs

plus

Front of House Supervisor	\$11.25/\$22.50
Back Stage Security	\$11.25/\$22.50
1 x FOH for excess 150 pax	

Additional costs

As arranged -Catering,
Marketing, Program Sales

Tick list to finalise the booking

- Complete a Venue Hirers Form
- Read the Marketing Guide
- Read the Performance Hire guide
- Sign the Hire Agreement
- Arrange for catering
- Arrange for Program sales

All enquiries for hire of the venue should be directed to:

Administration - Pene Bloch	Tel: 02 8839 3398
Riverside Theatres	Fax: 02 9683.3267
P O Box 3636,	
PARRAMATTA NSW 2124	
Email: admin_riverside@parracity.nsw.gov.au	

PENCIL BOOKINGS- YOU WILL RECEIVE A NUMBERED BOOKING SLIP

A "pencil booking" indicates the interest of a Hirer in a particular date or run of dates. A "pencil booking" does not constitute a firm commitment by either Riverside Theatres or the Hirer. More than one "pencil booking" may be held on a particular date. The "pencil booking" should be made as far in advance as possible. If the date is free, ie. no Confirmed booking, prospective Hirers will be pencilled in.

Due to the demand for the venues, pencil bookings can be held for a limited time only, usually 2-3 weeks

CONFIRMED BOOKINGS

Upon receipt of firm advice from a Hirer, Riverside Theatres will issue a Hire Agreement for the hire of the venue. This must be signed and returned to Riverside Theatres, together with the sum stipulated in the Agreement as the Security Deposit, within fourteen days of the date of the Agreement. Failure to comply within this time frame may result in the cancellation of the booking. The booking is considered confirmed when Riverside Theatres returns a counter signed copy of the Hire Agreement to the Hirer.

The Security Deposit will represent at least 30% of the total Hire Charge.

When the signed Agreement is returned to Riverside Theatres, the Hirer should also include the completed required documentation in relation to Box Office, Front of House and Technical requirements of the production.

CANCELLATION OF BOOKING

Cancellation of Booking will only be permitted in accordance with the following procedure. If the Hirer gives notice of intention to cancel:

More than **SIX WEEKS** prior to the date of commencement of occupancy, the Deposit shall be forfeited unless or until the full period can be re-let to another Hirer. In this case, a penalty of 10% of the total Venue Hire Charge shall be retained by Riverside Theatres and the balance of the Security Deposit shall be returned to the Hirer.

More than **FOUR WEEKS** prior to the date of commencement of occupancy, a penalty of 50% of the total Venue Hire Charge is payable to Riverside Theatres unless or until a re-let of the full period can be effected. In this case, the penalty shall reduce to 25% of the total Venue Hire Charge.

Less than **FOUR WEEKS** prior to the date of commencement of occupancy, a penalty of 100% of the total Venue Hire Charge is payable to Riverside Theatres unless or until a re-let of the full period can be effected. In this case, the penalty shall reduce to 35% of the total Venue Hire Charge.

SEASON HIRE

During a Season of non-consecutive nights, exclusive occupancy cannot be guaranteed to Hirers unless a minimum hire charge is paid for each dark night (excluding Sundays) during the season. In the event of Hirers choosing not to retain exclusive occupancy, Riverside Theatres may accept bookings by other Hirers for events which will not conflict with the original season hiring.

HIRER'S REQUIREMENTS INFORMATION

Attached are standard forms which seek information on the Hirer's requirements and must be completed by the hirer for every event.

- 1) **Box Office** - ticket sales and information

Receipt of this information determines when your tickets go on sale

- 2) **Front of House** - times, seating plans, display
Technical - cast sizes, crew, lighting, sound, staging

These forms must be returned no later than 6 weeks before event date

These information forms must be returned with the signed contract in order to provide Riverside Theatres' staff with the information needed to present your event efficiently and to undertake certain actions with your authority and agreement.

Also please forward a:

- Run Sheet** - a timed and detailed schedule of personnel and equipment

Inadequate, incorrect or confusing information provided prior to the event can severely jeopardise the successful Bump – In, Rehearsal and Performance of your event.

BOX OFFICE / TICKET SALES

The Hirer shall conform to Riverside Theatres' policy regarding ticket booking and selling.

The Box Office telephone number at Riverside Theatres is 8839 3399.

No tickets will be sold until:

- a contract is signed
- Security Deposit has been paid
- Box Office information has been provided *see Box office form*

Box Office is located in the main foyer at Riverside Theatres.

- Tickets will be sold exclusively through the Riverside Theatres Box Office.
- Normal Box office operating hours are 9.00am to 5.00pm, Monday to Friday, 9.30am to 1.00pm, Saturday and one (1) hour prior (to allow for door sales and collection of pre-booked tickets) to the advertised commencement time of a performance
- In the event that the Hirer requires the Box Office to be open for longer periods, additional costs for staff will be charged to the Hirer.

A Booking Fee shall apply to each ticket sold and this fee shall be charged to the purchaser of the ticket at point of sale. Presently this fee is \$1.75. The Hirer is required by law to advertise the ticket price as an all inclusive price, ie. the Booking Fee must be included in the advertised selling price.

A reasonable number of Complimentary tickets shall be issued by the Hirer at no cost. In the event of a large number of tickets being required by the Hirer in order to "paper" a house, a charge will apply for the Hirer. Presently this fee is \$0.75 per ticket.

Credit card facilities are available. Patrons may use Bankcard, Mastercard, Visa or Amex to book for all performances. A commission of 4.5%, payable by the Hirer to Riverside Theatres, shall apply to all tickets sold using credit cards.

Refunds must comply with the Entertainment Industry Code of Fair Practice.

Eight (8) House Seats shall be reserved in the Riverside Theatre for use by Riverside Theatres for each performance therein. Similarly, four (4) seats shall be retained in the Lennox and Rafferty's Theatre's under the same condition.

Riverside Theatres has general, specialised and party mailing lists that may be utilised on behalf of Hirers to promote an attraction. Direct costs for agreed mailings, incurred by Riverside Theatres, will be charged to the Hirer.

Progressive Ticket Sales Reports are obtainable from the Box Office Manager by the Hirer or his/her authorised agent only. All Box Office details remain confidential.

PROGRAMS, PUBLICITY AND MERCHANDISE SALES

Should the Hirer wish to sell programs of the production / performance, staff will be made available by Riverside Theatres to undertake this task and the cost of such staff will be borne by the Hirer.

In addition, a Commission of 12% will be paid to Riverside Theatres in respect of any merchandise sold by or on behalf of the hirer.

There are limited display areas available in the foyer for use by the Hirer, and display material should be supplied well in advance so that it can be set up by Riverside Theatres staff. Should the Hirer have additional requirements or need extra supplies, this may result in additional charges for the Hirer.

Where Riverside Theatres agrees to assist the Hirer with publicity for the production or performance charges may apply

Please see the Riverside Theatres Marketing Guide for more information

FOOD AND BEVERAGE SALES

Riverside Theatres have a fully licenced bar and alcohol and other refreshments can be purchased by patrons before and after each performance.

Catering and private rooms for functions and opening night events can also be arranged through the Theatres' Front of House Manager.

Food and beverages are not permitted in the back stage areas.

COPYRIGHT / LICENCES

The Hirer will not infringe, in any way, any copyright, performing right or other protected right involved with this performance and will hold the appropriate licences with regard to APRA and PPC and other relevant licences required.

The Hirer will comply with all regulations which cover the licencing of the venue including:

- The provisions of the **Theatre and Public Halls Act 1989** which covers access, flammability of materials used, naked flames and storage of dangerous substances, and
- The **Liquor Licence Act** which prohibits alcohol being brought onto the premises by any other than the licensee.
- The Hirer must ensure that equipment such as scenery curtains, equipment or other property has been fireproofed (where required) in accordance with the prevailing **Fire Code in the State of New South Wales**.

RETENTION OF MONEY

Riverside Theatres may retain all Box Office receipts and other monies in its keeping until the Hirer has paid to Riverside Theatres all sums payable in respect of the use of the premises and any additional costs incurred.

Final Settlement is made within three weeks of the close of the production / final performance.

STARTING TIMES

In order to simplify access to the Theatres when all are in operation, the recommended starting time of the performances will be, where practical, restricted to the following:

Matinees	2.00pm.	2.15pm.
Intermediate	5.00pm.	5.15pm.
Evening	8.00pm.	8.15pm.

There will be occasions when these times will need to be varied, however, to avoid conflict, Hirers are requested to ensure that the Front of House Information form is completed and returned to the Theatre before starting times are advertised. It may occasionally be necessary to determine starting times in favour of the first Hirer when more than one Theatre is in operation.

INTERVAL

The duration of an interval is usually 20 minutes unless otherwise agreed. The Operations & Technical Manager of Riverside Theatres must be advised if there is to be an interval and of starting times and performance duration. Interval times may need to be adjusted in favour of the first Hirer should performances in more than one venue result in conflicting interval times.

STAFF

Riverside Theatres Hire charges normally include the cost of Box Office staff, Front of House staff required for estimated audience numbers, and Technical Staff (eg: stagehand/flyman, sound technician, lighting technician and backstage - security attendant) as necessary for each theatre for 4 hours per performance

All additional staff required for bump-in, bump-out, rehearsal and/or performance, will incur additional cost for the Hirer at normal or penalty rates as applicable.

At all times Hirers are required to utilise the services of Riverside Theatres staff. All Theatre equipment must be operated by Theatre Staff and paid for by the Hirer. Staff must be employed for a minimum four (4) hour period. Penalty rates do apply for periods exceeding eight (8) hours, and on Sundays and Public Holidays.

Extra Theatre Staff, to be paid for by the Hirer, will be required:

- To operate additional equipment, such as spotlights.
- When audience numbers increase.
- Programs / Merchandise are to be sold.
- When bumping out of the Theatre
- When any staff are required for extended periods of time.
- Bump out must occur at the end of the final performance.

STAGE DOOR

All performers, musicians, backstage crew and other associated personnel are required to enter the building by the stage door.

It must be clearly understood that entry to the Theatres via the foyer by performers, musicians or crew will not be permitted. If this condition is not adhered to during rehearsal or other times, then the Owner will employ additional staff at the Hirers expense to secure the Front of House area.

Similarly, performers in costume will not be permitted to enter the foyer at any time, except in the case of costumed program sellers or artists meeting the public after a performance, by prior arrangement.

RECORDING FEE FOR AUDIO AND / OR VIDEO TAPING, TELEVISION, FILM, RADIO

Where the Theatres approve television transmission, filming, radio broadcasting or a recording from the Theatres, a scheduled fee will be charged in addition to any direct costs for staff and facilities. Payment must be made prior to date of recording.

The Theatres are not to be used for television spectaculars as one would use a television studio except before a specially invited audience. However, when approval has been granted for a show (for which tickets are to be sold to the general public) to be televised, filmed, broadcasted or recorded, all publicity and advertising materials (including posters) regarding the performance must clearly state that such is the case. It follows that arrangements to televise a performance cannot be entered into after tickets have been sold to the public.

The costs of additional staff and / or overtime incurred as a result of the requirement to televise any performance will be in all cases a cost to the Hirer and will be charged at the actual hourly rate plus 40%. Any additional lighting or other additional direct costs will also be the responsibility of the Hirer.

The requirement to televise may result in the seating available for sale to the general public being reduced because of camera locations or other technical requirements. It is necessary for the Theatres to receive from the Hirer such information to enable the Box Office to sell to an accurate seating plan.

Incoming television technical staff are subject to the control of the Theatres' Production Department which is responsible for ensuring that the standards of their performance retain the quality needed for good stage presentation. Broadly speaking, this means that the cameras are not obtrusive, and that the lighting is not objectionable to the audience.

SERVICES & FACILITIES

Dressing rooms and laundry facilities are available for use by the Hirer and in consultation with the Technical Supervisor. The Artists' Green Room is available for company members only. All technical requirements, including staffing, should be discussed with the Technical Supervisor who is available for advice and consultation.

SOUND & LIGHTING

Riverside Theatres provides technical equipment and the staff for its operation. A list of available sound, lighting and other electrical and mechanical equipment is available. Any other equipment may be hired or provided by the Hirer and operated by Riverside Theatres staff who must at all times supervise and monitor sound levels. If lighting and flying plot are required to be changed from the standard plot as set out by the Technical Supervisor, the Hirer will be charged to return it to standard at Bump Out.

ROCK CONCERTS

Security guards shall be employed at the Hirer's cost for the duration of such concerts as Riverside Theatres determines.

PIANO HIRE & TUNING

Special tuning of the Theatres' pianos will be charged to the Hirer. Under no circumstances will the Kawai Grand be tuned to other than the generally accepted concert pitch of A440.

PHOTOGRAPHY

It is the Theatres' policy that, for the safety of performers and the comfort of patrons, no flash photography or video cameras are permitted in the Theatres. Please advise all patrons and photographers of this condition.

PERFORMANCE SOUND LEVELS

The Management of Riverside Theatres reserves the right to exercise control of sound levels.

CATERING / LIQUOR

The Hirer will deal only with the caterer appointed to the Theatres except in such circumstances as may be approved by the Theatres' Director. No liquor may be brought onto the premises of the Riverside Theatres by anyone other than the licensee. Arrangements for the provision of liquor for functions must be made with the Front of House Manager.

PHOTOCOPY

The Hirer is to pay for all photocopies and faxes made or sent by Riverside Theatres on behalf of the Hirer or the production.

ADDITIONAL CLEANING

Any extraordinary cleaning must be paid for at the rate plus (20%) charged by Riverside Theatres' contract cleaners. Chewing Gum is not permitted in the Theatres at any time.

Thank you for your enquiry