

HIGHLIGHT SHEET

Massey Theatre is a fully equipped, 1260 seat facility with 867 seats in the orchestra and the remainder in the balcony. The contract period begins when our technicians commence work to prepare for your show and ends when the theatre has been restored to its pre show condition and our technicians have left the building.



Services We Offer

Professional Staff

Front of House Staff

- Front of House staff and ushering staff sufficient to run your event safely and efficiently is included with rental.
- A \$250 charge applies to staffing the balcony when in use

Custodial Services

- One custodian is included in the rental of the theatre for clean-up during and after your event for a period of four hours.

Technical Staff

- The minimum number of technical staff required for the event is three. Additional personnel are available if necessary
- Labour Rates available upon request

Ticket Centre Staff

- Ticket Centre Staff will be available during box office hours – Tuesday to Saturday 12-6pm and one hour prior to the start of the performance.

Patron Services

Massey Concession

- Massey provides concession inventory and service staff to sell food and beverages before the event and during intermission at no charge to renters.
- No food or drink is permitted inside the theatre.

Parking

- Free Parking is permitted in the New Westminster Secondary School parking lot adjacent to Massey Theatre on a first come, first served basis.
- Vehicles are subject to towing in the Moody Park Arena parking lot adjacent to Massey Theatre if illegally parked.

Lobby Space

- The lobby area will be open to the public one hour prior to the start of your event. As the lobby is primarily intended to provide space to the public it will be managed as such.
- Performers and other organizers needed onstage are required to enter through the Stage Door.
- For security purposes staffs are instructed not to open theatre doors until instructed by the technical crew chief.

Patron Services cont.

Ancillary Spaces

- Additional rooms within the building may be rented via Massey Theatre at a cost associated with use, staffing and custodial requirements. The additional rooms are: two band rooms, a cafeteria with kitchen, a small gymnasium and an extra room at dressing room level.

Merchandise

- All merchandise sold onsite by users of Massey Theatre is subject to a 15% charge on total gross sales.

Massey Ticket Centre

Ticket Sales

- All users agree to engage Massey Theatre's full service Ticket Centre as the exclusive outlet for ticket sales to public events.
- Basic use of this service is included in the rental fee for the facility and includes walk up, phone in, internet sales and at event staffing.
- Ticket buyers pay an applicable service charge determined by Massey Ticketing Service.

Theatre Improvement Surcharge

- A \$1.50 Theatre Improvement Surcharge will be deducted from the advertised ticket price.
- Clients are entitled to 100 complimentary tickets where the \$1.50 Theatre Improvement Surcharge is not charged.

Hours of Operation

- Massey Ticket Centre is open Tuesdays to Saturdays from 12pm-2pm and 3pm-6pm

Technical Services

Technical Specifications

- A list of technical specifications and available equipment is available upon request.
- Technical information for your show is required 10 business days before your event. This includes all details related to staging, décor, sound, lighting and any front of house issues.
- Pyrotechnics or flames of any kind will not be allowed in the theatre.
- Basic Labor Policies: 8-12hrs = Time and a half, after 12 hrs = double time
- Production schedules are to be submitted to, and approved by Massey Theatre technical staff two weeks prior to arrival.

Security

- Massey may require you to pay for a security team to assist with inexperienced theatre audiences.
- References will be required from other theatre venues upon request.

Promotional Support

Free Promotional Materials (timing dependant)

- Event description posted on the Massey Theatre website.
- A listing in Massey Theater's Newsletter which is distributed to 3000+ homes and businesses.
- Listings released to local newspapers, (The Record and Newsleader).
- Display on digital reader board on site.
- Posters in lobby area and ticket centre.

Insurance

- A certificate of insurance is required for the event with coverage of two million dollars.
- The cost for this is approximately \$75 and we will be able to direct you to an insurance provider if necessary.

Event Management Schedule

Box office opens

- One hour prior to your event

Concession opens

- One hour prior to your event

House opens

- 30 minutes prior to your event

Intermission

- Allow at least 20 minutes for intermission

Tips for Planning Your Venue Budget

Don't sell the balcony until you need it

- In the event that the balcony will be used, additional staff will be hired to oversee said area at the flat rate of \$250. The final decision can be made two weeks before the event.

Avoid over time

- The Front of House Staff is scheduled to work 5.5 hours during your event. In the event that your performance runs into overtime, there is an applicable overtime charge of \$75/hr for staffing for each theatre level.
- Excessively late start or end time that was not disclosed or due to mismanagement or misinformation will result in a penalty. First time warning, second time surcharge of \$250.00.
- For any hour of unscheduled overtime in the rental of the facility (after 8 hours), you will be charged a rate of \$175.00 per hour plus applicable staff charges.
- Communicate with our Technical Director to develop the best schedule in advance.

Schedule an Intermission

- If no intermission is scheduled, the theatre reserves the right to levy a penalty of \$200.00.

Follow Directions given from Technical Staff

- Directions given by Massey's Crew Chief or Technical Director that are ignored or dismissed during the carrying out of the event, may trigger a penalty of \$200.00 to be charged on the final invoice.

Keep the stage and dressing rooms clean

- A 4 hour custodial penalty will be issued on any of the following: **glue, tape, residue, glitter, food mess, garbage, makeup and dye.**

No Food or Drink in the Theatre

- The use of food or drink in the theatre will result in a 4 hour custodial cleaning penalty.

Remove all items at the end of the contract

- Leaving equipment, materials or belongings behind may result in a surcharge at Massey's discretion.

Ticket Printing

- Clients are not authorized to print tickets that are not generated by the Massey Ticket Centre.

Meal Breaks

- Massey personnel are entitled to breaks in accordance with B.C. Labour Legislation. Rental Clients are required to work with Massey personnel to ensure time is scheduled for those breaks.

Safety, Security and Damage Tips

- Instruct your group not to bring valuables to the theatre. If they do, remind them not to leave items unattended.
- Don't leave children unattended in the dressing rooms.
- Check in with group members and solo workers regularly.
- Theatrical equipment is expensive and can be dangerous, discourage your group from handling it, rough housing in the theatre or interfering with workers in action.
- Damage and/or injury may be your responsibility, so be proactive.