

HIGHLIGHT SHEET

Massey Theatre is a fully equipped, 1260 seat facility which includes wheelchair accommodations for up to 12 wheelchairs. 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 staff 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 – Supervisor, Skilled Technician and a General Technical. 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 to 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 supervisor.

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, a small gymnasium as well as 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 (TicketsNW) 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, on-line sales and at event staffing.
- Ticket buyers pay an applicable service charge determined by TicketsNW.

Theatre Improvement Surcharge – Seat Fee

- A \$2.00 Seat levy fee is due to Massey on each sold ticket or admission. The fee will be deducted from the advertised ticket price and collected through the Massey Ticket Centre.
- Clients are entitled to 100 complimentary tickets where the \$2.00 Seat Fee is not charged.
- Ask about alternatives for free events.

Hours of Operation

- TicketsNW is open Tuesdays to Saturdays from 12pm to 6pm.

Technical Services

Technical Specifications

- A list of technical specifications and accessible 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. Time and a half if an event occurs on a statutory holiday.
- 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.

Insurance

- A certificate of insurance is required for the event with coverage of three million dollars.
- The cost for this is approximately \$100 and we will be able to direct you to an insurance provider if necessary.

Promotional Support

Free Promotional Materials (timing dependant)

- Event description posted on the Massey Theatre website.
- Listings in Massey Theatre and TicketsNW E-News distributed to over 10000+ patrons.
- Listings released to our local newspaper, (The Record). Possible selection for spotlight event publicity on website and in local newspapers.
- Promotional support with Massey Theatre's Facebook and Twitter.
- Display on digital reader board on site.
- Posters in lobby area and TicketsNW.

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 TicketsNW.

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.