

Massey Theatre and Eighth & Eight Facility Fundamentals

As part of the booking process, we want to make sure you are aware of the fundamentals of our facility rental program. If you require more information about any of these conditions or services, please reach out to us at bookings@masseytheatre.com or 604.517.5900. We want to make sure there are no surprises along the way to ensure the most successful event possible.

- 1. Roles and Responsibilities** – Our personnel have specific responsibilities, as do those of our user groups. As the employer of our personnel, we define those responsibilities and expectations. There are roles that user groups must fulfill such as Producer, Event Manager, Promoter. We love to collaborate with our clients, but we must work within our roles and responsibilities, so it is important to understand what those are for a successful event. These roles are:

Technical Staff – These are skilled performing arts technicians with an array of specializations. They are responsible for the safe and secure operation of the presentation spaces and all equipment.

Front of House staff – provide guests access to public areas based on a schedule of events. Ensure programs begin on time and the audience is managed pleasantly and safely throughout the activities in the facility. They are responsible for the safe evacuation of the public areas of the facility in case of emergency and thus have influence over behavior, plans and practices and room layouts which might create safety risks.

Food and Beverage and Ticketing Services staff – provide guests with information and sold items such as tickets, food and beverages. They work for all events both in advance and while they are taking place.

Promotional Support staff – provide all users with some basic promotion such as website events, social media posts and tags, community event listings and on-site monitors. Plus, they can do a little more if paid services are booked. It is important that users are proactively promoting and advertising their events though as each user is responsible for meeting their own awareness and ticket sales goals.

- 2. Ticketing** - We require use of our in-house ticketing service. All user groups offering activities for audiences, invited guests, registrants, etc. must use our box office. This includes free and by donation activities. The ticketing service operates with standard policies, legal regulations, best practices, and procedures which must be adhered to as part of the venue rental agreement.
- 3. Food & Beverage Service** – We operate concessions, bars and catering services as a client and public service. All user groups are required to fulfill their food and beverage needs for front of house, back of house, artist or VIP catering through our service. Major food-oriented events are able to propose alternate arrangements for our review. We have limited in-house facilities to support external caterers.

4. **Use of Lobby and Gallery with your booking** – The lobby and gallery are public areas which are accessible to all visitors, guests, users, and audiences at all times. To respect all user groups and the safety and security of everyone on site, there are limits to what user groups can set up or install in the lobby and gallery. We recommend booking ancillary spaces for significant set ups or ancillary uses at the time of your booking as spaces may not be available closer to the rental date.
5. **Front of House staff** – Front of House staff must be present whenever the facility is unlocked, or work is taking place in the lobby or corridors. User groups must communicate their Front of House schedule so we can book the applicable staff needed to access different areas of the facility when needed. Front of House staff are responsible for the facility during these times and their direction related to safe set-ups, layouts and use of furniture and equipment must be respected.
6. **On site sales** – All on site sales are subject to a 15% commission payable on the day of the activity. Canadian touring artists selling their own CDs or LPs are not required to remit this commission on CDs or LPs only.
7. **Technical staff** – Our Technical staff are responsible for the theatre(s), public / audience safety, and equipment. Their direction must be adhered to in the event of unsafe or dangerous conduct or practices at all times to mitigate liability, injury, loss, and damage.
8. **Volume levels** – Our venues require adherence to health and safety guidelines in relation to safe audio levels.
9. **Event Styles** - Soft seated / low-light performances and events require audiences, guests, and participants to remain in their seats at all times. Some areas of the facility can host dancing however Massey Theatre is a seated venue. If any promotions or artists on the stage encourage standing, walking or dancing they may be cancelled or shut down. This is a public safety requirement to ensure safe and positive experiences are carried out.
10. **Respectful Workplace** – All employers and organizers in British Columbia are required to maintain a safe and respectful workplace. This means bullying and harassment are not acceptable or tolerated in this workplace. This includes any inappropriate conduct or comment towards a worker that would cause that worker to be humiliated or intimidated. There are simple examples of ways to ensure a respectful workplace is in place such as; communicating clearly and in detail with our team so everyone is working on the same plan and frustration is reduced; and making sure breaks are scheduled and necessary time and personnel are scheduled to make the day less stressful.

Contractual Terms to Know

Cancelled Events

If an event is cancelled, TicketsNW will refund all tickets purchased to the ticket buyers. Refunded Service charges will be billed to the Promoter for services delivered on their behalf for the cancelled event.

Standard Inventories

Massey Theatre Total Seating Capacity = 1,260

Orchestra 867 / Balcony 393

Less: 12 house holds

Less: 12 wheelchair accessible seats

Less: 23 technical holds

The Facility Operator reserves access to an additional twelve (12) seats in Massey Theatre to accommodate ticket errors or other purposes. These seats are not available for sale, unless the Facility Operator, at its sole discretion and behaving reasonably, releases them for sale before the event.

Studio 1B Total Seating Capacity = 70

Space for six wheelchair accessible positions (an alternate entrance must be used for those requiring a ramp until accessibility improvements are completed).

Studio 1C Total Seating Capacity = 135 to 400 dependent on seating or standing room layouts.

The space is fully accessible and has a flat floor with a raised stage.

Seating Maps

Due to venue operation guidelines, Reserved Seating is mandatory for most events. Some events are better served by General Seating; however, this decision should be determined collaboratively.

A number of Seating Maps are readily available including up to five tiers of pricing tiers. Customization of maps requires co-planning, extra time and may incur additional fees. Please consult with our ticketing team before developing your plans to see if they are possible or require customization.

Insurance

User groups must obtain and maintain the following insurance coverage:

- a) \$5,000,000.00 inclusive limits for bodily injury to, death of, or property damage to third parties; and
- b) \$5,000,000.00 for the loss or damage to the property of Massey or The Corporation of the City of New Westminster, in or about the Theatre.

User groups must provide a certificate or certified copy of the insurance policy prior to the first day of the Event. The certificate of insurance shall name Massey and The Corporation of the City of New Westminster as insured.

Intermissions

All events exceeding one and a half (1.5) hours in length should contain at least one intermission of 20 minutes. If an intermission is not possible, or the event is shorter, a fee of \$200 will be charged when the Licensee does not schedule a break as indicated.

Extraordinary Messes

Custodial services to perform reasonable routine cleaning duties are included within the standard rental agreement. Should an excessive mess occur during or at the end of an event, a minimum four-hour custodial surcharge will be issued for extraordinary cleaning requirements. Extraordinary mess is defined as including, but is not limited to: glue, tape, residue, glitter, food mess, garbage, makeup, and dye. Additional custodial fees may be incurred with the use of each additional space booked.

Directions given by Massey's Crew Chief or Technical Director that are ignored or dismissed during the carrying out of the Event may trigger interruption of the event and / or a penalty of \$200.

Entandem

It is the Licensee's legal responsibility to obtain a license and remit music royalties to Entandem.