



Riverside Theatres

2015- 2016

Hire Information Guide



Thank You for Your Enquiry

Riverside Theatres would like to take this opportunity to introduce our facilities and services to you and your clients.

Riverside Theatres is located on the corner of Market and Church Streets, Parramatta, close to major hotels, and accessible by road, ferry and train. Riverside Theatres comprises a variety of venues varying in size and facilities.

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.

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 761

Lennox Theatre - Capacity 213

Rafferty's Theatre- Capacity 88

Riverside Theatre

This is a traditional proscenium arch, 760 seat theatre venue with stalls (534), circle (114) and gallery (113) 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.

The theatre is used for product launches, national debates, public meetings, interactive presentations, performances and gala evenings – just to name a few.

You can find all the technical Specifications on our website.

Lennox Theatre

This venue is a multi-use performance space with flexible seating which allows a large number of seating configurations in both theatre and/ 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 213 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.

The Lennox Theatre has full sound and lighting capabilities

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.

You can find all the technical specifications on our website

Rafferty's Theatre

The flexible seating in Rafferty's allows this studio performance space to be configured in three different modes - end on seating, corner mode, in the round or cabaret. It is available for small workshops, classroom style meetings or seminars offering clients the opportunity to hold interactive workshops, performances and informal meetings.

The standard configuration is end on mode with a flat floor performance space. This configuration provides a 88 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.

You can find all the technical Specifications on our website

Bookings

Pencil Bookings - 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. A 'first pencil booking' means that you are the first person to place a hold on a date, a 'second pencil booking' means that someone else has a hold on the date ahead of you, a 'third pencil booking' means that there are two other people who have a hold on the date ahead of you. 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 penciled in.

Pencil Bookings- must be made in writing, and will be held for a fourteen (14) day period only. A written confirmation will need to be sent within this time. Riverside Theatres reserves the right to cancel any pencil booking if no confirmation has been received.

Confirmed bookings – Upon receipt of written advice from a Hirer, Riverside Theatres will issue a Hire Agreement for the venue. This must be signed and returned to Riverside Theatres, together with the sum stipulated as the Security Deposit, within fourteen (14) 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 only confirmed when Riverside Theatres returns a counter signed copy of the Hire Agreement to the Hirer. All cheques are to be made payable to Riverside Theatres

Security Deposit will represent 50% of the total hire charge, with a balance payment to be paid 14 days prior to your event. This balance will include any estimated catering and staff charges.

Please note that PCC will require payment in full prior to the hire date, subject to the following conditions;

- Box Office receipts do not cover hire costs
- All non-ticketed events

Failure to make payments by the due date will result in termination of the hire.

When the signed Agreement is returned to Riverside Theatres, the Hirer should also include a completed run sheet with schedule of the days running order, and any Technical and Front of house requirements. The Hirer will also need to include a copy of the hirers current Public and Products Liability Policy (minimum \$20,000,000) and Workers Compensation Policy or Personal Accident Policy noting the interest of PCC.

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.

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.

Final Numbers and Details

All technical, schedule and catering details are to be finalised fourteen days prior to the event. A guaranteed minimum number for invoicing must be notified one (1) week prior to the event.

Insurance

Riverside Theatres will endeavor to take care of your every need. However we cannot accept responsibility for damage or loss of items before, during or after a function, and recommend that the organiser arrange appropriate insurance cover.

Staff

Hire charges include the minimum required staff for each venue. Additional labour charges may be incurred when:

- Additional equipment (e.g. follow spot operator) is required
- If attendee numbers increase
- If program/merchandise is to be sold by the venue
- Events are held on Sundays or Public holidays
- Events exceed venue hire stipulated hours with the Hire Agreement. (including bump in and bump out times)
- Excessive cleaning is required after your function

Riverside Theatres Labour Charges	Cost
Standard Labour Charge Monday to Saturday	\$45.00 pp/ph
Penalty Labour Charge Sunday, Public Holidays & periods exceeding eight (8) hours	\$75.00 pp/ph

RIVERSIDE THEATRE
Labour included in venue hire cost
Four (4) Front of House Ushers for four (4) hours
One (1) Lighting Technician for four (4) hours
One (1) Mechanist Technician for four (4) hours
One (1) Sound Technician for four (4) hours
One (1) Stage Door Attendant for four (4) hours

Labour not included but required in venue hire
One Front of House Supervisor
Two (2) Front of House Ushers when attendees reach the Gallery Level

LENNOX THEATRE
Labour included in venue hire cost
One (1) Front of House Usher for four (4) hours
One (1) Technician for four (4) hours

Labour not included but required in venue hire
One Front of House Supervisor charged at 70% of the standard rate
One (1) Front of House Ushers for four (4) hours when attendees exceed 150
One (1) Stage Door Attendant charged at 70% of the standard rate

RAFFERTYS THEATRE
Labour included in venue hire cost
One (1) Front of House Usher for four (4) hours
One (1) Technician for four (4) hours

Labour not included but required in venue hire
One Front of House Supervisor charged at 30% of the standard rate
One (1) Backstage Security charged at 30% of the standard rate

Additional Costs

Basic conference hire equipment is included in the venue hire, however if additional or specialised equipment is required to be brought in, additional charges will be incurred.

Any damage to Theatres property will be charged to the Hirer. Potential damages can be minimised by ensuring that adequate supervision is provided for events involving children, and that organisers work with the staff to ensure the safe erection of displays, equipment or sets.

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 12.5% will be paid to Riverside Theatres in respect of any merchandise, programs or catering sold by or on behalf of the hirer.

All merchandise, food and programs must have their inventory counted in and out with the FOH Supervisor. If you require Riverside Theatres to provide a merchandise seller they will be called for a minimum four (4) hour call at the rates quoted above. Riverside Theatre is also able to provide a cash float. Please note Front of House Supervisor will require a stock list detailing sell price and a merchandise count.

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 Beverages

Riverside Theatres can provide catering for functions – this includes

- Sushi platters
- Canapés
- BBQ
- Breakfast Menu
- Beverage Packages
- Cocktail Menus
- Hot Lunches
- Sweet and Savoury Items

Menus can be requested from the Front of House Coordinator.

If you wish to provide and sell food at your event a flat fee (depending on numbers) or a 12.5% commission will be charged on all items sold. Public liability Insurance of the catering company must be obtained and given to Riverside Theatres fourteen (14) days prior to your event.

Riverside Theatres have a fully licensed bar. A range of alcoholic and non-alcoholic beverages, as well as theatre snacks can be purchased by patrons before and after each performance.

Catering for functions and opening night events can also be arranged through the Theatres' Front of House Coordinator

Food and beverages are not permitted in the back stage areas. Riders can be requested for backstage personnel.

Catering/Liquor

The hirer will deal only with the caterer appointed by the Theatres except in such circumstances as may be approved by the Business Manager. Our preferred caterer has an extensive menu selection. Please discuss your requirements with the Operations Coordinator prior to your function.

Box Office and 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.

Riverside Theatres provides a full box office service including call centre, counter sales and web bookings. All tickets must be sold exclusively through the Riverside Theatres Box Office.

The hirer must agree to Riverside Theatre's policy regarding ticket bookings. No tickets will be sold until;

- A contract is signed
- The security deposit has been paid
- The box office production form has been provided (see Box Office form)

The hirer shall be liable for all refunds of ticket sales and charges payable in the instance that a performance/event is cancelled, postponed or overbooked. The hirer must agree to comply with the Ticketing Code of Practice as outlined by Live Performance Australia of whom Riverside Theatres is a member.

The Box Office telephone number at Riverside Theatres is 8839 3399. The Box Office is located in the main foyer at Riverside Theatres. Normal Box Office operating hours are;

9.00am to 5.00pm Monday to Friday

9.30am to 1.00pm Saturday

And 1 hour prior to performance times.

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 will be charged to the customer at the point of sale. The hirer is required by law to advertise the ticket price as an all inclusive price i.e. the booking fee must be included in the advertised selling price.

Booking fees are based on the ticket price and are payable by the hirer for the box office services for each ticket sold.

\$0.00 - \$10.00	\$0.75
\$10.01 – \$25.00	\$2.75
\$25.01 – \$35.00	\$3.30
\$35.01 – \$45.00	\$4.40
\$45.01 – \$60.00	\$5.50
\$60.01+	\$6.60

All complimentary tickets will be printed at charge of \$0.75 per ticket.

Credit card and EFTPOS facilities are provided by the box office and patrons may use; Visa cards, Master cards or American Express cards. A credit card commission of 4.5% is payable by the hirer to Riverside Theatres for all credit card transactions.

Ticket sales reports are obtainable from the Box Office Coordinator on a daily, weekly or fortnightly basis. Please provide details for distribution of these on the box office form. Please note sales figures remain confidential and requests for reports or sales updates must come direct from the hirer.

Riverside Theatres retains the right to eight (8) house seats per performance in Riverside Theatre, four (4) in Lennox Theatre and two (2) in Rafferty's Theatre. If unused these seats will be returned to the hirer on the day of the performance.

Riverside Theatres is also companion card compliant in line with current and the hirer must agree to a small number of complimentary tickets to those patrons who carry companion cards to accompany those patrons with a disability. Riverside Theatre also holds a small number of seats off sale to facilitate wheelchair or easy access seating, these seats are returned for sale once all other seats are sold.

The Hirer and Riverside Theatres agree to act in accordance with applicable laws and authorizations.

Entertainment Industry Service Fee (EIS)

The Industry Service Fee is collected by venues, and is paid by the hirer, and submitted to Live Performance Australia. The Industry Service Fee is levied on a user-pays basis, to reflect the varying levels of hiring activity and venue size and is subject to change.

Venue Capacity	Cost
0 – 250	\$32.00
251 – 500	\$64.00
501 – 1000	\$96.00
1001 – 1500	\$158.00

Fire Safety

Organisers may wish to consider a brief announcement pointing out the emergency exits of the venue prior to your event starting.

Copyright, Licenses and Fire Code

The Hirer will comply with all regulations which cover the licensing of the venue, including; all copyright or other performance rights, the provisions of the **Theatre and Public Halls Act 1989**; the **Liquor Licensing Act**; and the **Fire Code of New South Wales**. If you are uncertain as to how these regulations are relevant to this venue, it is your responsibility to ensure that you obtain accurate information from the Theatres' staff prior to making arrangements for your function.

Booking changes

The unexpected can happen and we retain the right to hold the function in a space comparable to that originally chosen. In the unlikely event that this occurs, every effort will be made to inform the organiser before hand.

Parking

Parking is not available for delegates at Riverside Theatres. A parking guide showing the convenient parking areas is available on our website or can be forwarded on request. Some parking is available for organisers of events, and can be negotiated prior to your function. Riverside Theatres has a deal with Erby Place Carpark which is located off of Phillip Street, across from the Park Royal Hotel. Patrons can access a discounted parking rate, subject to availability, when they enter the parking station Monday to Friday after 6pm and all day Saturdays and Sundays. Discounted parking vouchers can be picked up from either the box office or the bar on the day of the event.

Deliveries and pick ups

If you require equipment or other items to be delivered to the Theatre prior to your function, please ensure that deliveries are clearly marked for the attention of your company. Please advise the theatre of all deliveries, and negotiate suitable times for equipment to be delivered and picked up.

Please note that hire of a venue is for a specific area and does not automatically give the hirer exclusive use of the total venue.

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	4.30pm.	4.400pm.
Evening	7.30pm.	8.00pm.

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.

Performance Times

Please advise your performance length, including first act, interval and second act. The duration of an interval is usually 20 minutes unless otherwise agreed. 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.

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 spectacles 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 and Facilities

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

Sound and 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 Team Leader, 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.

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. Please advise Front of House Supervisor whether photography is permitted or not in your show.

Performance Sound Levels

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

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.

Accommodation

Riverside recommends staying at the Novotel Parramatta which is located directly across the street from the theatre. Cast and crew of productions presenting at Riverside are eligible for a reduced room rate.

To book, please contact on the Novotel Tel (+61)2/96304999 or email H8787@accor.com
ADDRESS: 350 Church Street, Parramatta NSW 215