

## Terms & Conditions

### VENUE/CLIENT LIAISON

The Venues Manager or Client Relations Lead will conduct the majority of contracting, planning and pricing of your event with you. Depending on the type of event, you may also be contacted by the Facilities Lead to determine your specifications and health and safety plans. If your event is ticketed, the Venues Manager or Client Relations Lead will be in contact with you. On the day of your event your Venues Representative will introduce you to key staff. Key staff could include a Technician and Client Relations Lead.

The Technician deals with the technical elements of your event and oversees the back stage area and crew. The Technician also liaises with your Tour Manager and any outside contractors and client personnel on the day.

The Duty Manager and/or Team Leader oversees the front of house areas and personnel, including any security staff during the performance.

### CATERING

Kitchen facilities for clients hiring the stage and auditorium of the Civic Theatre are situated in the Green Room in the back stage area. Please note that the Green Room is a shared facility with Venues staff. House rules for use of the Green Room can be found on the notice board. There are no kitchen facilities for clients hiring the function rooms at the Civic Theatre. Catering in all areas of the venue is exclusively reserved by Civic Theatre's contracted catering company. Your Venues representative can arrange all your catering requirements for you.

### FRONT OF HOUSE

The Grand Foyer of Civic Theatre is at ground level. If not reserved for another event, the Drawing Room, Victoria Room, Wikitoria and The Snug can act as crush space.

The Nellie Melba Bar offers snacks and non-alcoholic beverages one hour before show start and during the interval of a show.

Nellie's Wine Bar will be operated by our contracted catering company if previously arranged.

The Duty Manager and/or Team Leader manages the foyer areas during show time including any programme sellers, merchandise, catering or security.

A duty bar manager from our contracted catering company is always on site when the bar is open.

The ticketing Box Office is situated within the Grand Foyer.

## SMOKING

All our venues are smoke free.

## PHOTOGRAPHY/VIDEOGRAPHY

Broadcasting rights and/or the recording of a performance is reserved by Civic Theatre and the Event Promoter. The use of photo and/or video cameras during a performance or a rehearsal is prohibited unless prior arrangements have been made with your Venues Representative. If you wish to record a performance, prior arrangements including camera positions must be made with your Venues Representative.

## MERCHANDISE/PROGRAMMES

If you wish to sell merchandise or programmes in the foyer you must advise your Venues Representative in advance. Merchandisers and a cash float can be provided by the venue if requested, and an additional cost will be incurred for this service. The hirer is responsible for providing a mobile Eftpos machine if this facility is required. A reasonable lead-in time is required and necessary arrangements must be made in advance with the Venues Representative. Set up of in-house tables and display boards for merchandise sellers are included in the hire charges. However, lighting and sound are additional. A dedicated merchandise area is provided in the Grand Foyer. A commission of 10% applies to all items sold in the venue.

## WI-FI

Wi-Fi connections are available on request. A Wi-Fi code can be requested from your Venues Representative.

## PHOTOCOPYING

Photocopying can be arranged with your Venues Representative. A small charge may apply.

## INSURANCE

It is essential that clients obtain adequate insurance cover. The hirer is required to take out a Public Liability Insurance Policy with an approved company in the hirer and venues name for a minimum of \$1,000,000.00. A copy of the policy and its contents must be given to the Client Relations Lead before pack in. In some instances temporary public liability insurance cover can be obtained from the Invercargill City Council. This insurance costs \$30.00 and covers our clients for any claim by the Council or the Council's insurers for damage to the venue that you have hired. It is important to note that clients

are still exposed to claims by a member of the public should they be injured etc. whilst at your event and choose to sue the hirer for negligence.

## ENERGY

Air conditioning and electricity usage are not included in the venue hire for productions, shows or functions in the venue. Energy is charged out at .25c per unit, on actual usage. Air conditioning and heating in the venue is computer controlled.

## ACCESS

Access to the Civic Theatre for pack in/pack out is via the Back Stage loading dock area. The loading dock area is off Esk Street, adjacent to the Invercargill City Council Administration Building. There is no key access to the venue for clients. This area is for vehicle drop off and pick up only. There is some limited parking for trucks or large vans. All parking must be arranged in advance with the Client Relations Lead. Articulated trucks can reverse into the loading bay and unload directly into the scene dock.

The service lift is situated in the scene dock. There is authorised access to the fly-floor only, and only with a Venues Technician present, no exceptions. Limited storage space is available in the scene dock. All equipment and rubbish must be removed at the time of pack out. For any equipment or rubbish that is left at the venue additional charges will apply for removal or return. Pedestrian access is via the stage door which is situated beside the loading bay. The stage door is locked at all times and entry is for authorised people only. Clients must make arrangements with Venues staff for a stage door keeper, or you may provide your own person. If a stage door keeper is organised by the venue a charge will apply and a list of artists, guests and crew must be supplied. A person not on the list will not be granted access to the backstage area. The scene dock is a non-smoking area.

## FRONT OF HOUSE (SHOWS AND FUNCTIONS)

Access to the Front of House area is via the Invercargill City Council carpark on the East side of the venue, off Tay Street. A loading bay is available at the East entrance and is strictly to be used only for pack in/pack out in the Front of House area. There are limited car parks available for clients and all parking must be arranged in advance. Two disability carparks are also available. There is no key access to the venue for clients and a Venues Technician must be present at all times when a client is in the venue.

## VENUES STAFF AND HOSPITALITY STAFF

We can provide clients with a full complement of technical, front of house and hospitality staff. These arrangements must be made in advance with the Client Relations Lead.

The Civic Theatre has minimum working conditions for all staff that you should be aware of: (a) Breaks (b) Meal breaks – can be staggered.

Please talk to your Venues Representative for a quote for staff.

## VENUE SAFETY POLICIES

All clients in our venue must comply with current government and local body legislation such as the Health and Safety Employment Act 2015 and all subsequent amendments and Council's Health and Safety Policy. Council's venues use the latest version of the *Guide to Safe Working Practices in the NZ Theatre and Entertainment Industry* as a guideline for operating in the venues.

You can find these on the ETNZ website [www.etnz.org/ETNZResources](http://www.etnz.org/ETNZResources)

Any key risk hazards, as outlined in these guidelines, such as the use of dry ice, naked flame, pyrotechnics, weapons and the like must be presented in a hazard plan for approval, prior to packing into the venue. If approval has not been granted the activity will not be permitted. Prior notification of the use of smoke, haze, candles and pyrotechnic devices is required in that the smoke alarms may be isolated. All electrical equipment brought into the venue either by the client or their contractor, must carry a current electrical testing tag showing the date of the last test. Untested equipment cannot be used in the venue. Testing and tagging facilities are available and charges will apply.

All elements of scenery, cloths and large props brought into the venue must be non-flammable or have been treated with an appropriate flame retardant.

Proof of the procedure will be required. If you utilise venue equipment, other than tables, chairs, display boards etc., a Venue Technician or Crew Member will be required to at least supervise your use of that equipment, even if you do not require them to do anything. If you are using the counterweight flying system, you must use the Venues Technician and/or Fly man to fly and load weights. We do not allow anyone else to fly or load weights. Written approval may be given to some hirers to use the system under supervision of a Venues Technician. Nobody can enter the fly floor area at any time except with the Venues Technician or Head Fly man.

We do not fly people.

If rigging points are required then a qualified Rigger under supervision of the Venues Technician on duty will be required to carry out their installation and removal.

The wiring in of electrical distribution and connectors to power locks requires

the inspection of a registered Electrician before livening. Please arrange with the Facilities Lead in advance. All lamps and speaker cabinets must be safety wired. The automated screw-jack orchestra pit lift at the venue can only be operated by the Venues Technician. Our policy for working at heights states that provision must be made for some form of fall restraint to be used as outlined by the *Safe Rigging Practices for the Entertainment Industry in NZ* on the ETNZ website.

Scaffolding can only be erected by a certified operator. No welding is permitted on stage. No alcohol can be consumed on site. Drug testing requirements as per ICC's Drug Testing Policy. Any incident or serious near miss will require a drug and alcohol test. Civic Theatre retains exclusive control of all areas of the venue at all times while under hire. Instructions from your Venues Representative must be complied with, particularly where safety is concerned.

#### SUPPORT FACILITIES AND SERVICES

Green Room facilities are available for venue hirers only. The Green Room can be found on the ground floor in the back stage area. This is a shared space with kitchen facilities, continuous hot boiling water, refrigerator, microwave oven, oven, and a television with stage view. The venue has laundry/wardrobe facilities opposite the Green Room on the ground floor of the back stage area. There is a washing machine and dryer, an iron and ironing board and tables for mending etc. The venue has an Orchestra Room, which is temperature controlled and located in the basement level of the dressing room block. The Civic Theatre also has a Rehearsal Room with a practice bar and mirrors, located on the second floor of the dressing room block. Please note that this room is not soundproofed.

#### CLEANING

The venue will be clean on arrival. If there are any issues with cleanliness please advise your Venues Representative as soon as possible prior to the event and a check will be made. Typically all areas are cleaned following the pack out of an event. Additional cleaning for clients who book a venue for an extended time period will be arranged with the Client Relations Lead.