

POLICY AND OPERATIONS MANUAL
(As of March 25, 2020)

**The Sault Ste. Marie
Community Theatre Centre**

**Located at 1007 Trunk Road
Sault Ste Marie, ON
P6A 5K9**

(With Box Office Located at the Station Mall)

Mailing Address: 293 Bay Street
Sault Ste. Marie, Ontario
P6A 1X3

Theatre and Box Office Website: saultctc@shaw.ca

Theatre Booking Office: 705-945-7312

Theatre Production Office: 705-945-7309

Box Office: 705-945-7299

Box Office Facsimile: 705-945-7281

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1.0 GENERAL PURPOSE OF THIS MANUAL

- 1.1 This manual is designed to clarify the operating procedures of the Sault Ste. Marie Community Theatre Centre.
- 1.2 This manual is a living document that is regularly reviewed and revised. Users will be advised of changes as they occur. Suggestions for improvement are welcome.

2.0 WHO WE ARE

- 2.01 The Sault Ste. Marie Community Theatre Centre is a fully charitable company incorporated under the laws of Ontario (often referred to simply as the “CTC”). As a charitable company without share capital, the corporation is controlled by “members” rather than “shareholders”. The members of our corporation are the Arts Council of Sault Ste. Marie and District (“the Arts Council”), the Algoma District School Board (formerly the Sault Ste. Marie Board of Education)(“the School Board”) and the Corporation of the City of Sault Ste. Marie (“the City”). The Arts Council and the School Board each nominate one third of the company’s directors, while the City nominates one sixth. The remaining one sixth is selected “at large” by the other directors thus named. There are a maximum of 24 directors. The directors come from all of walks of life and backgrounds in the community. Many have experience with local performing arts groups. The purpose of this structure is to assure broad-based community support for the theatre’s direction.

3.0 OUR MANDATE

- 3.1 The legal objectives of the corporation are as follows:

- a. to establish a multi-purpose non-profit performing arts centre in the City of Sault Ste. Marie, Ontario which will be available to the community for educational purposes and in particular for educational purposes that promote the appreciation of the aesthetic arts;
- b. to promote and facilitate education and instruction in performing and theatre arts in the City of Sault Ste. Marie, Ontario;
- c. to provide improved opportunities for groups and individuals interested in the performing and theatre arts in the City of Sault Ste. Marie, Ontario.

4.0 HISTORY OF THE SAULT STE. MARIE COMMUNITY THEATRE CENTRE

- 4.01 The CTC operates a multi-purpose theatre with 897 seats (plus 10 wheelchairs sites). It is also part of and serves as the auditorium of White Pines Collegiate and Vocational School at 1007 Trunk Road (Sault Ste. Marie, ON, P6A 5K9) in the east end of the City. It is a unique and mutually beneficial partnership that has continued for over 25 years.
- 4.02 There is a long history of the School Board involvement in the support and advancement of the performing arts in the City and District, not only because of obvious shared educational objectives, but also because the community's only theatre facilities have in fact been located in local schools since the early 1900's. For years, the Clayton Auditorium at the Sault Collegiate Institute was the venue of choice for local performing groups. Facilities were eventually also developed at the Sault Technical School, then Korah Collegiate and Vocational School and finally at White Pines Collegiate and Vocational School. The School Board has been very generous in opening these facilities to the community.
- 4.03 Perhaps out of necessity (because of relative) isolation the City has been very active in developing its own music, dance and theatre. In the 1970's and 1980's, local theatre groups, musicians and dance studios were the backbone of the community's cultural life. They needed better equipped and more reliably available performing facilities. Dreams of a free-standing performing arts centre on the waterfront led to the formation of task forces to assess the community's needs and how best to meet them. Both the "Dixon-Bailey Report" in 1975, followed by the "Short-Ellis Report" in 1986 concluded that the community required a multi-purpose theatre that would accommodate an audience of about 1000. All possibilities were considered and it was concluded that until the community could afford to build and maintain a dedicated, free-standing facility, the White Pines auditorium offered the best potential for development. The viability of the White Pines auditorium was further confirmed in the 1988 study and report of Brian Hall, a leading Canadian architect and theatre designer.
- 4.04 The White Pines auditorium was built in 1974. Occupying 12,500 square feet and seating for nearly 984 it was well beyond the needs of a secondary school. Indeed, it was built with community use in mind. In September 1986 a group of concerned citizens, formed under the auspices of the Arts Council, sought funding for the renovation of the White Pines auditorium. Local Architect, Perry Short, donated his time and talent to design a \$2,500,000 plan to upgrade the auditorium into a modern, moderately well-equipped, multi-purpose theatre. The group succeeded in obtaining a federal-provincial grant of \$1,400,000 to spearhead the development.

This was generously supplemented by a \$600,000 grant from the City of Sault Ste. Marie. The balance was raised through donations from local citizens and corporations – eventually topped off by the support of the Kiwanis Club of Sault Ste. Marie, which facilitated final payment of the renovation project some ten years after its completion. Throughout the project, the School Board patiently awaited repayment of financial advances it had made to permit completion of the renovation. School Board Directors of Education and Superintendents of Business were key administrators of government funding.

- 4.05 As a result of all these efforts, the CTC is able to offer a well-equipped theatre facility with comfortable seating for nearly 897 seats (plus 10 wheelchair sites). The theatre offers modern lighting, an articulated orchestra pit/thrust stage, fly rigging, variable room and stage acoustics. Harmonics Engineering designed the sound system, which has since been upgraded by strategically designed reflectors, a stage sound shell and regularly refreshed sound and lighting technology. There is a rear loading dock, workshop, rehearsal area, dressing rooms, green room and ample parking. It also offers a “black box” known as The Studio Theatre, which comfortably seats up to 120 people. The Studio Theatre is ideal for intimate concerts, plays, revues, readings and cinema. It is fully equipped and accessible. Details are explained in the pages that follow. There is well-lit, ample and well-maintained four season parking and walkways.

- 4.06 In addition to the Theatre itself, the CTC operates a Box Office with computerized ticket printing and selling capabilities, including online. The Box Office is conveniently located at the Dennis Street entrance of the Station Mall, the community's most centrally located and largest shopping centre (293 Bay Street, Sault Ste. Marie, ON, P6A 1X3). Although originally developed as an adjunct to the CTC, the Box Office now also sells tickets for performances at other venues.
- 4.07 The organization's objective is to operate a zero-based budget that provides and maintains a well-equipped venue and ticket selling facility to local performing groups at the most economical cost possible. The facility also supports and advances the educational programme of the School Board - in particular White Pines' unique dedicated performing arts programme.
- 4.08 The CTC is capably assisted by a full-time Technical Director with vast experience in the technical aspects of theatre operations. The Box Office is similarly supported by a full-time Manager who has many years of experience in that field.

5.0 HOW TO BOOK USE OF THE THEATRE CENTRE

- 5.01 Any person or organization wishing to use the CTC must complete a "Contractual Use Agreement". (See Appendix A).
- 5.02 A fully completed and signed Contractual Use Agreement must be submitted for each event. An event is defined as either a single performance or multiple performances of a single production.
- 5.03 The completed Contractual Use Agreement should be submitted to:

<https://adsb.ebasefm.com/rentals/welcome>

or Facilities Use/Office Supervisor
Community Use of Schools Office (located at the School Board Plant Department)
232A Northern Avenue
Sault Ste. Marie, Ontario
P6B 4H6
Telephone (705) 945-7312

- 5.04 A copy of the Contractual Use Agreement will be sent to the Technical Director for purposes of planning and co-ordination.

6.0 FAIR AND EQUAL TREATMENT

- 6.01 The CTC adheres to a policy of fair and equal treatment of all clients.

7.0 OVERVIEW OF OPERATION POLICIES

- 7.01 In order that the CTC may best serve its purpose, and subject to the rights and obligations of the School Board under the Education Act of Ontario, the CTC may grant the use of the theatre, lobby, rehearsal and storage areas for rehearsals, public lectures, entertainment and recreational activities which are deemed proper by the CTC Board of Directors.
- 7.02 The community use of the CTC is pursuant to an agreement between the School Board and the CTC.
- 7.03 The CTC may use the facilities for up to 25 days of use each Theatre year, and shall have first option on cancelled reservations.
- 7.04 The use and operation of the CTC shall not interfere with the School Board's obligations under the Education Act of Ontario.
- 7.05 All inquiries concerning the use of the technical facilities of the CTC, the availability of equipment, arrangement for tours or reception of visitors to the facility, will be referred to the Technical Director who will provide the necessary information and make appropriate arrangements.
- 7.06 Persons or organizations wishing to book facilities within the CTC property shall make application to the Community Use of Schools Office as indicated above in Section 5.0 by completing, signing and submitting a Contractual Use Agreement together with the applicable monetary deposit.
- 7.07 Use of the facility shall be by written contract only (Contractual Use Agreement - See Appendix A) and cannot be committed until the contract is fully signed, including by or on behalf of the CTC, and the required deposit is paid.
- 7.08 Persons or organizations contracting the use of the CTC must provide supervision of their company and accept responsibility for making good any damage, fines or costs arising from the contracted use, including from the failure to supervise the use of alcohol or tobacco as regulated by the School Board, the Province of Ontario or the City.
- 7.09 Non-compliance by the person, organization (or any of its members) with the terms of the contract may lead to cancellation of the contract.
- 7.10 The CTC "season year" is September 1 through August 31.
- 7.11 All bookings, reservations and inquiries with respect to availability and use of the CTC must be directed through the Community Use of Schools Office (as provided above in Section 5.0), which will maintain a written record of all such matters. This will apply equally to all persons and groups, including schools, individual or groups in the community and commercial use.

- 7.12 Only certified CTC personnel or designates shall be permitted to operate the lighting, sound, fly systems and other equipment in or associated with the use of the theatre unless specific permission has been given in writing with full details of the exception being stated.
- 7.13 Any person or organization that has been permitted to use personnel other than CTC Staff or designates to operate any CTC equipment must release the CTC in respect of all liability arising directly or indirectly as a result, must hold it harmless therefrom, and must accept full responsibility for personal injury, theft or breakage incurred during use of such equipment, and any subsequent cost of replacement and repairs.
- 7.14 The community use of the CTC is pursuant to an agreement (Contractual Use Agreement) between the School Board and the CTC, a copy of which appears as Appendix A to this policy manual.
- 7.15 The use and operation of the CTC shall not interfere with the School Board, under the Education Act of Ontario.

8.0 TECHNICAL OVERVIEW

- 8.01 No equipment other than provided by the CTC shall be used without permission of the CTC Technical Director or designate. Changes to the configuration of soft goods and lighting instruments shall be restored to house configuration at the person's or organization's expense.
- 8.02 Painting shall be done only in the set construction area.

9.0 BOX OFFICE OVERVIEW

- 9.01 The CTC operates a Box Office located in the Station Mall (293 Bay Street, Sault Ste. Marie, ON, P6A 1X3). Tickets sold for events at the CTC must be sold through the Box Office.
- 9.02 The sale of tickets must be arranged by Contract (See Appendix B) with the Box Office Manager. The Box Office is also available to sell tickets for events NOT held at the CTC. Full details of contracting the use of the CTC and of the Box Office (including copies of the relevant forms) are available at the ADSB, Community Use of School Office, (190 Northern Avenue, Sault Ste. Marie, ON, P6B 4H6 705.945.7312), or online at www.saultctc@shaw.ca.

10.0 USE OF ALCOHOL

- 10.01 The School Board has granted the CTC an exception to its general policy that alcohol will not be served or available on any school premises.
- 10.02 Alcohol may be present or served in the following locations of the CTC theatre complex:
- a. in that area of the CTC located to the rear of the proscenium arch of the auditorium, including the stage area, rehearsal area (Studio Theatre/Trixie Hardy Rehearsal Hall),

workshops or Green Room, and the person or organization must specify the area(s), time(s), type(s) of alcohol, charges for same and nature of function where it is proposed alcohol will be served or consumed;

- b. in the lobby area of the CTC which is the foyer of the main entrance to White Pines Collegiate and Vocational School, provided that there is an approved isolating divider and approved supervision by the CTC and/or user group to prevent access by minors to the area where alcohol is served and consumed when a school event is being held on the premises at the same time and access is gained by the main entrance to the school.

10.03 Bar Service will be provided at all events in the Theatre Centre. The service will be provided by the CTC's contracted provider. Service may be cancelled for an event at the Theatre Centre at the CTC's discretion. A person or organization may request that there be no service at its event along with brief reasons for the request. Such a request will be considered and acted upon in the discretion of the CTC.

10.04 Bar Service will be provided by the CTC's contracted provider who shall be an experienced provider of such service, with appropriate licensing and insurance coverage.

10.5 Alcohol may be present or served upon the premises of the CTC for receptions or similar occasions after an event, in which case the person or organization may request bar service upon the following conditions, which shall be strictly enforced: a request must be made at least 30 days in advance of the proposed event by completing and submitting the *Request To Serve Alcohol Form* (See Appendix C):

- (i) Alcohol may only be served by the CTC or a professional third party provider approved by the CTC upon mutually agreeable terms;
- (ii) the form must be delivered within the allotted time to the Technical Director who shall submit it to the School Board Auditorium Co-ordinator, and either of the CTC or the School Board may refuse the request without giving any reason within 30 days of the delivery of the form, or at any time thereafter by reason of an apparent breach of this policy or any applicable provincial or municipal statute or regulation, which shall be within the sole perception and discretion of the CTC or the School Board;
- (iii) all persons or organizations providing or serving alcohol in the CTC and all individuals consuming alcohol shall do so under the applicable regulations of the Liquor Control Board and in particular under a Special Occasion Permit which is the sole responsibility of the person or organization to apply for and obtain in a timely fashion;
- (iv) persons or organizations serving alcohol to the public shall do so only through servers with current certification under the Liquor Control Board's "Smart Serve" programme and in sufficient number for the proposed occasion;
- (v) alcohol shall not be consumed until or unless a Liquor Control Board Special Occasion Permit has been issued to the organization or promoter in accordance with the use proposed in the Form, and a copy of the Special Occasion Permit shall be provided to the Technical Director at least 24 hours (and sooner if possible) in advance of the proposed service of alcohol event together with copies of the servers' Smart Serve Certificates, and the Technical Director shall post a copy of the Special Occasion Permit and the servers' Smart Serve Certificates in the place where the alcohol is to be served and consumed;

- (vi) for use of the CTC, including for the purpose of serving alcohol at an event in conjunction with such use, the person or organization shall maintain comprehensive third party liability insurance coverage on an occurrence basis, naming the CTC and the School Board as Additional Insureds, with limits of at least \$2,000,000.00 per occurrence, and will provide a Certificate of Insurance to the CTC at least 72 hours before the performance, or at such times as the CTC may from time to time require;
- (vii) by accepting the CTC's bar service or by arranging its own service, the person or organization releases the CTC and the School Board from all claims, demands or causes of action arising from the person's or organization's use of the CTC and shall also agree to indemnify and hold the CTC and the School Board harmless from all claims, demands or causes of action arising directly or indirectly out of their use of the CTC, including the theatre building, equipment, musical instruments, CTC technical and other staff (including volunteer staff), caretaking staff and the Box Office operated by the CTC;

11.0 USE OF TOBACCO AND MARIJUANA

11.01 As provided by the School Board, Municipal and Provincial regulation, there shall be no use of tobacco or marijuana on the property or premises of any school, including White Pines Collegiate and Vocational School and the CTC. "Tobacco" includes the use of vapourizing equipment ("vaping").

11.2 Persons and organizations using the CTC shall:

- a. take all necessary steps to inform members or their company of this restriction;
- b. shall be responsible for monitoring the members of their company in this respect;
- c. and, shall be responsible for payment of all fines or costs resulting from any breach of provincial and municipal regulations by any member of their company on the property in respect of the use of tobacco in a public place, including as may be levied against the School Board or the CTC in respect of such breach.

11.03 The CTC complies with Provincial and Municipal regulations restricting the use of tobacco in public places and will take all reasonable steps in that regard including announcing prior to each presentation that smoking is prohibited.

12.0 ACCESSIBILITY

12.01 The CTC complies with prevailing regulatory requirements for accessibility-seating, including 10 accessibility sites in the auditorium. Special seating requirements for events where seats are sold should be arranged in advance at the Box Office or through the presenting person or organization.

13.0 PARKING

13.01 The person or organization is responsible for supervision of participants and patron parking for

its event at the Theatre.

- 13.02 All vehicles must be parked in the motor vehicle parking areas designated by White Pines Vocational and Secondary School.
- 13.03 No parking is permitted in driveways.
- 13.04 No parking is allowed on grassy or other unpaved areas.
- 13.05 If the person or organization does not designate a person to be responsible for supervision of parking, Production Staff will be hired for parking-lot security and proper parking at the going production rate, for a minimum of three (3) hours.
- 13.06 Parking areas designated for the use of drivers with special needs must be maintained for the sole use of such drivers holding appropriate permits in force and issued by the appropriate authority.
- 13.07 Back stage parking areas are for the exclusive use of theatre staff and touring production personnel.
- 13.08 All loading and unloading areas are to be kept clear at all times.

14.0 GENERAL FACILITY INCLUSIONS IN COMPLETED CONTRACT FOR USE

- 14.01 Temperature Control: Temperatures within normal comfort ranges are maintained as are permitted by the permanently installed mechanical systems, during period of occupancy by patrons/guests. Comfortable temperatures are afforded during times of set-up and strike.
- 14.02 Sound Reinforcement System: The permanently installed "sound reinforcement" systems are made available at no extra cost under conditions as indicated on sound system schedule.
- 14.03 Lighting: House lights and stage work lights are provided. The CTC production lighting inventory is provided for performance and rehearsal as further specified in this manual (See Sections 54 and 55).
- 14.04 Access to the Lobby is through the main entrance to the school, and the Lobby includes tables, chairs, box office service, ambient LED lighting, interior video wall and exterior LED Marquee.

15.0 RATES FOR USE OF MAIN STAGE

A. WHERE THERE WILL BE AN AUDIENCE AND/OR PUBLIC PERFORMANCE:

- 15.01 FOR COMMUNITY NON-PROFIT persons and organizations the following rates will be charged:

- a. \$3.00 per ticket sold (including complimentary tickets), or per admission (where tickets are not sold or distributed), which shall be applied as follows: \$1.90 to the CTC operations; \$.75 to the CTC capital development; and \$.35 to the ADSB community use charge;
- b. \$25.00 one time administration fee to the ADSB;
- c. \$40.00 per performance or presentation payable to the ADSB;
- d. the ADSB caretaking fees on weekends, school holidays and after 10:30 p.m. on weekdays at approximately \$35.00 per hour as prearranged and invoiced separately.

15.02 Contractual use at these rates permits the following usage:

- a. four (4) or more days of performance or presentation: seven (7) days of rehearsal on main stage with lighting;
- b. two (2) or three (3) days of performance or presentation: four (4) days of rehearsal on main stage with lighting;
- c. one (1) day of performance or presentation: two (2) rehearsal days on main stage with lighting;
- d. additional rehearsal time beyond what is included in a, b, or c above may be booked through the ADSB at a rate of \$41.00 per day. Such additional rehearsal time does not include lighting. Where permitted days plus additional rehearsal days exceed more than two consecutive Fridays and or Saturdays, such excess of days shall be subject to negotiation of other permits for use;
- e. additional rehearsal day with stage lighting shall cost \$100.00 over and above the daily rate charged by the ADSB. Where the use of stage lighting exceeds seven (7) hours on any performance, rehearsal, or additional rehearsal day there will be a further charge of \$20.00/hour for each additional hour or part thereof.

15.03 FOR COMMERCIAL persons and organizations the following rates will be charged:

- a. \$500.00 for each performance plus rates charged to Community Non-profit persons and organizations as in Section 15.01 above;
- b. additional days: \$200.00 for each additional day without performance;
- c. the School Board Caretaking Fees: at applicable rates for necessary care staff call out for overtime and weekend use (to be invoiced after event).

15.04 It is intended that the cost of the use of the Theatre by the community shall be as favourable as possible and for that purpose “community user” shall be an individual, group or organization whose broad objective and particular use of the Theatre is the educational, cultural, artistic or recreational betterment of the community of Sault Ste. Marie or District of Algoma. To qualify as a “community user” the individual, organization or group must bear all risk and be entitled to all gain from its use of the Theatre, and it may be required to provide proof of same. The SCTC and the Algoma District School Board must agree on whether an individual, group or organization qualifies as a “community user”.

15.05 A rehearsal with or without the use of the main stage lights or other equipment does not include the use of the auditorium, which shall remain dark and closed to the public. Any contractual use in which members of the public are admitted to the auditorium shall result in the person or organization being charged the rates stated above.

15.06 In ALL contractual uses the Technical Director or his designate will be assigned to the contracted person or organization. The Technical Director or his designate will be present for EVERY function and will be part of the "labour call" to supervise and advise on the technical needs of the contracted person or organization, and to function as that contracted person's or organization's trouble-shooter during performances.

B. WHERE THERE WILL BE NO AUDIENCE AND/OR PUBLIC PERFORMANCE

15.07 The following rates will be charged to both Community Non-Profit and Commercial users for the use of the Main Stage (including Shop, Green Room and Dressing Rooms and one technical staff member) when it is intended that there will be no audience and/or performance: \$250.00 per hour (\$100.00 to each of the SCTC and the ADSB) with care-taking staff at the rates stated in 15.01 (d) of this Manual. Additional technical staff will be available at prevailing rates. Lighting and sound will be set as the user requests.

16.0 DEFINITION OF "COMMUNITY"

16.01 A "community user" shall be an individual, group or organization whose broad objective and particular use of the Theatre is the educational, cultural, artistic or recreational betterment or benefit of the community of Sault Ste. Marie or District of Algoma. To qualify as a "community user" the individual, organization or group must bear all risk and be entitled to all gain from its use of the Theatre, and it may be required to provide proof of same. The CTC and the ADSB must agree on whether an individual, group or organization qualifies as a "community user". A community dance studio shall be considered a "community user".

17.00 WHAT IS INCLUDED AND NOT INCLUDED IN MAIN STAGE CONTRACTUAL USE

17.01 All main stage contractual use includes the following:

- a. Lobby with: tables, chairs, box office service, ambient LED lighting, interior video wall and exterior LED marquee;
- b. the CTC Box Office will staff the box office in the lobby 60 minutes prior to a performance. Box Office and Ticket Sales Policies apply; (Details are available from Box Office Manager);
- c. one (1) Company Manager/Production Manager's backstage telephone, 705.945.7309, usable for incoming technical calls. Long distance calls may be made only with use of telephone-accepted credit cards;
- d. ushers, ticket takers, and front of house staff as (see Section 39).
- e. custodial preparation of the stage and Auditorium prior to initial occupancy;
- f. eighty 120 straight-backed chairs, subject to advance reservations and availability (labour for set-up not included);
- g. one (1) upright or electric piano "as is";
- h. permanent fixtures and equipment as may be available from the CTC inventory subject to reservation and availability, utilities, air circulation and heating;

- i. normal seating arrangements and/or crowd control equipment as may be available within the CTC's inventory;
- j. dressing rooms and Green Room as furnished and equipped at the time of occupancy;
- k. all stage curtains in the standard inventory;
- l. audio/video monitor and paging systems as installed in the backstage, dressing room and green room areas;
- m. a "House Plot" lighting design;
- n. electrical outlets and disconnect panels as installed at the time of use;
- o. Wireless Assistive Hearing devices (10) as installed, for distribution at no cost and by request to Front of House Staff;
- p. facilities and technical equipment described under the next following heading "Technical Information". All main stage contractual use does not include the following:
 - a. stagehand personnel of any type;
 - b. insurance covering person's or organization's public liability and property liability for the duration of the occupancy and performances. (See Appendix A - Contractual Use Agreement)

Special Note: Management encourages an early meeting with the Technical Director (705.945.7309) to discuss details, special arrangements and to assist with planning of all functions. Management also encourages a meeting following the event.

18.0 LOBBY

- 18.01 The CTC acknowledges that except as provided below, entry into, publication in, marketing or any other use or activity in the lobby is prohibited unless otherwise approved the School Board.
- 18.02 Where a Contract for Use Agreement has been entered into and a permit issued for the use of the Main Stage and Auditorium, the lobby will also be available for use during the event.
- 18.03 The lobby may be used solely by the contracting person or organization for the following purposes:
 - a. as a means of entrance and exit into and from the auditorium;
 - b. to market or promote the licensed event or other events of that person or organization;
 - c. to sell mementos or souvenirs related to the event, or to sell subscriptions to future events produced by that person or organization;
 - d. to acknowledge or express appreciation to a sponsor of the event or of that person or organization's activities;
 - e. to solicit and accept donations to that person or organization, and;
 - f. where specifically approved, as a performing or meeting space by that person or organization for an event presented or produced by that person or organization.
- 18.04 The person or organization shall not permit the use of the lobby by a third party person or organization. The lobby is limited to the direct use of the licensed person or organization.
- 18.05 The licensed person or organization may sell artists' merchandise without charge by the CTC

where the person or organization provides a seller. The CTC will provide sellers at a cost of \$15.00 per hour per person per performance by prior arrangement and upon reasonable notice.

- 18.06 Use of the lobby shall include a Box Office service as provided elsewhere in this policy manual.
- 18.07 Use of the lobby shall include use of the video wall provided arrangement is made and confirmed in writing with the Theatre Director at least two weeks in advance of the event, together with images, video or other proposed content.

18.08 Use of the lobby shall include use of the exterior LED marquee for marketing/advertising of the event provided arrangement is made and confirmed in writing with the Technical Director at least two weeks in advance of the intended date of commencement of use of the marquee, together with images, video or other proposed content.

19.0 MEDIA SERVICES

19.1 Media services refer to:

- a. the video wall in the lobby foyer;
- b. the LED Marquee outside the lobby foyer entrance;
- c. the Theatre Centre web page, and;
- d. the Theatre Centre's Facebook, Twitter or other social media accounts.

19.2 Access to Theatre Centre media services is governed by the following general principles:

- a. all community users will have equal access to and use of such services;
- b. the video wall and marquee are resources shared with White Pines Collegiate & Vocational School;
- c. during the school year on school days, the video wall will be for the sole use of the school between the hours of 8:30 a.m. and 4:30 p.m. Otherwise, the use of the video wall will be for the sole use of a person or organization using the theatre for a licensed presentation or production. Where the school has a function outside of the usual school day (e.g. parents' night or an athletic function) the use of the video wall will be for the school alone if there is no concurrent community use of the CTC, or shared school/community use if there is a school function and a concurrent community. It is expected that shared use can be fairly negotiated and arranged without the necessity of further formal regulation.

19.03 A person or organization presenting an event at the CTC where access will be through the lobby must submit its proposed video wall materials to media@saultctc.ca no later than two weeks in advance of its proposed posting. The size and number of media pieces the person or organization may post will be determined by the CTC in consultation with the person or organization according to the video wall's technical capacity and capability, and keeping in mind the general principle of equal treatment.

19.04 A person or organization presenting an event at the CTC has the option of not showing materials on the video wall during its event and the video wall may be turned off. A person or organization exercising this option should inform the CTC at media@saultctc.ca at least two weeks before the event.

19.05 A person or organization using the video wall may only post materials in respect of its own presentation or objectives. No person or organization may use the video wall to promote the activities or objectives of a third person, except to acknowledge or give credit to the financial or other support provided to the person or organization in the presentation or production of the licensed event.

- 19.06 Video materials must be submitted in jpeg, mpeg, or wmv format. Further detail, such as size and quantity, may be obtained by request to media@saultctc.ca.
- 19.07 Materials of a person or organization presenting an event at the CTC, where access to the event will be through the lobby, shall be shown exclusively on the video wall from the time of the opening of the lobby doors for public admission to the event and during any intermission period while the event is being presented. After the conclusion of the event, while the public is leaving the CTC, a rotating show of up and coming events at the CTC may be shown on the video wall at the Centre's discretion and in furtherance of the Centre's aims and mandate.
- 19.07 A person or organization presenting an event at the CTC may promote the event on the marquee and such promotion shall be shown in rotation with other events on going at the CTC or in the school. Marquee promotional material should include an introduction line, a content line and dates/times, all of which should be communicated to media@saultctc.ca at least two weeks before the intended time of posting. The CTC will determine the content of the posting in consultation with the person or organization according to the marquee's technical capacity and capability, and keeping in mind the general principle of equal treatment.
- 19.08 A person or organization presenting an event at the CTC may promote that event on the Centre's web page, including the nature of the event and its presentation dates, and any poster for the event. The person or organization should submit its proposed promotional materials to media@saultctc.ca by email and in Jpeg format at least two weeks before its intended posting. The person or group may also promote an event at the CTC on the Centre's Facebook, Twitter or other social media accounts by submission to media@saultctc.ca on the same basis as for web page proposals.

20.0 STUDIO THEATRE AND TRIXIE HARDY REHEARSAL HALL RATES (FOR BOTH COMMUNITY AND NON-PROFIT USERS)

- 20.01** The Studio Theatre and the Trixie Hardy Rehearsal Hall are available for theatre arts rehearsals or performances. The Trixie Hardy Rehearsal Hall may be booked as part of a Contractual Use of the Main Stage or on its own. It may also be used as a performance space known as the Studio Theatre.
- 20.02** Use of the Trixie Hardy Rehearsal Hall for rehearsal shall be subject to refusal or cancellation where a prior or subsequent use of the Theatre Main Stage is booked and in the discretion of the SCTC the use of the Trixie Hardy Rehearsal Hall will disrupt or interfere with the Theatre Main Stage event.
- 20.3** Where the Studio Theatre has been booked for a performance or event open to the public during the months of July, August, September, December, January or February, the Main Stage may not also be booked for a performance by any individual or group on the same date as that of the Studio Theatre without the consent of the individual or group that has already booked the Studio Theatre.

20.4 The following rates will be charged for the use of the Studio Theatre when it is intended that there will be an audience and/or performance there: (i) to the ADSB, a one-time \$15.00 administrative fee plus \$40.00 per day permit fee, and; (ii) \$232.00 per 5 hour day to the SCTC, which includes one technical staff. Additional time will be charged at the technical staff rates stated in Section 56.0 of this Policy Manual. ADSB carestaff charges of \$35 per hour will also be applied on weekdays after 10:30 p.m. as well as on weekends and school holidays. HST will be charged where applicable.

20.5 The following rates will be charged for the use of the Studio Theatre (including Green Room and 2 Dressing Rooms) when it is intended that there will be no audience and/or performance there: \$75.00 per day (\$37.50 to each of the CTC and the ADSB) plus technical staff and care-taking staff at the same rates applicable to the Main Stage. The space will be set up with chairs to the user's requirements.

21.0 WHAT IS INCLUDED AND NOT INCLUDED IN THE STUDIO THEATRE/TRIXIE HARDY REHEARSAL HALL CONTRACTUAL USE

21.01 The contractual use of the Studio Theatre/Trixie Hardy Rehearsal Hall includes the following:

- a. general illumination, heating and related utilities costs;
- b. chairs, furnishings, one (1) upright or electric piano "as is", and equipment as may be available from the CTC inventory subject to reservation and availability;
- c. lighting, sound, stage and projection systems as hereafter provided;
- d. raked floor/tiered seating for Studio Theatre use.

21.2 The contractual use of the Studio Theatre/Trixie Hardy Rehearsal Hall does not include custodial and technical personnel services of special equipment except as provided in this policy manual.

22.0 BOX OFFICE & TICKET SALES

22.01 The Box Office operated by the CTC will sell tickets to performing arts events according to the terms of the CTC Box Office Agreement (See Appendix B) and according to the policies stated below.

22.02 The Box Office will only sell a person's or organization's tickets to an event according to the mutually agreed contractual terms but will at no time be the agent of the person or organization or in any way warrant or be otherwise responsible for the content, presentation, quality or completion of the event.

22.3 The CTC and its Box Office will not publish, share or otherwise disclose information pertaining to the person's or organization's event or the sale of its tickets, and will not use such information other than to maintain appropriate records for the efficient delivery of services to the person or organization, and to maintain its own administration, accounting records and other operations.

22.3 The Box Office will only provide details of the time, place, ticket prices and title of any event for which it is selling tickets to the public and will not promote one person's or organization's event in priority over another's event. The Box Office will only publish any other information as the presenting person or organization authorizes in writing about an event, provided it is reasonable in quantity and detail, does not interfere with Box Office operations and is approved and agreed to by the Box Office Manager.

23.0 BOX OFFICE LOCATION AND HOURS OF OPERATION

23.01 Tickets sold by the CTC Box Office may be purchased: in person at the Box Office at the Station Mall (293 Bay Street, Sault Ste. Marie, ON P6A 1X3); or linked through the CTC's website at www.saultctc@shaw.ca; or by telephone at 705.945.7299.

23.02 All service charges are payable by the customer at the time of ticket purchase online or from the Box Office, and the service charge payable shall be the amount in effect at the time of purchase and without regard to the date the person or organization contracted for services with the Box Office.

23.03 The sale and distribution of all tickets through the CTC Box Office will be supervised by the Box Office Manager.

23.4 Box Office hours of operation are posted on the CTC website at www.saultctc@shaw.ca and at the Box Office. The Box Office will not operate on statutory holidays. Additional Box Office hours may be negotiated depending on staff availability and resources.

23.5 On performance/presentation dates for events at the CTC the Box Office will be open at the theatre for the sale of tickets 60 minutes in advance of curtain time. The Box Office shall remain open for 30 minutes after the commencement of the event or production unless the person or organization specifies otherwise in writing. The Box Office will operate on this basis on performance dates at the CTC unless the person or organization gives written direction that it does not want the Box Office to operate then. Where the Box Office has sold tickets to events at venues other than the CTC, it will not be open at that venue for the sale of tickets on the date of the performance unless the person or organization gives written direction upon mutually agreeable terms. Staffing charges may apply to Box Office operations at a venue other than the CTC on the date of the event.

24.0 ISSUING TICKETS FOR EVENTS AT THE THEATRE CENTRE AND OTHER VENUES

24.01 All commercial and non-profit persons and organizations selling tickets to the public for productions or events at the CTC shall print and sell their tickets through the Box Office.

24.02 For events at the CTC where no admission is charged the person or organization must supply a form of coupon or ticket acceptable to the CTC to be used by patrons for admission to the auditorium, the stubs to be retained by patrons for readmission. The CTC front of house staff

only will collect such coupons or tickets at the door, count admissions and audit attendance figures with representatives of the person or organization to determine amounts due under prevailing use rates.

- 24.03 Discretionary tickets may be issued to a community non-profit person or organization for an event at the CTC or for an event at another venue where the Box Office is selling reserved seats for that event. If the person or organization chooses to have discretionary tickets, the person or community non-profit organization shall provide written identification to the Box Office of the proposed seats sought to be used as “discretionary” and those tickets will be printed and delivered to the community non-profit person or organization upon the payment of the applicable per person contractual use rate and the Box Office service charge for each such ticket. The community non-profit person or organization may then directly sell or dispose of each discretionary ticket issued, and the CTC shall not be held to account for any proceeds of sale in respect of each such ticket. The community non-profit person or organization may designate seats anticipated to be used as discretionary tickets but the discretionary tickets need not be printed and issued all at once, it being understood that such identified seats shall not be offered for sale to the public by the Box Office until further written direction is given to the Box Office. The community non-profit person or organization may return any discretionary tickets to the Box Office that it has not disposed of and it may do so before or at the time of final settlement of matters. The Box Office service fee and the per person contractual rate charge paid by the community non-profit person or organization shall be credited to it for all discretionary tickets returned to the Box Office. The community non-profit person or organization shall give at least two (2) full business days’ notice to the Box Office Manager of an intention to identify intended discretionary tickets, to remove such designation, and to pick up or return discretionary tickets, and that notice time may only be abridged at the discretion of the Box Office Chairperson or the President.
- 24.04 A community non-profit person or organization will have the option of subscription ticketing at the Box Office if:
- a. at least one half of the offered subscription events are presented at the CTC;
 - b. a subscription consists of a package or series that offers at least three events for sale to the public;
 - c. the service fee for such a subscription shall be \$1.00 for each general admission ticket in the subscription or \$2.00 for each reserved seat admission in the subscription;
 - d. the non-profit person or organization places its order at the Box Office for the number and type of subscription tickets it requires on one occasion only (date to be at mutual convenience to the non-profit person or organization and the Box Office);
 - e. at the time of delivery of the subscription tickets to the organization, the non-profit organization or group will pay the applicable per capita seat charge for each subscription delivered;
 - f. subscription packages that are issued but not sold may be returned to the Box Office for refund of the per capita seat charge for each and to be adjusted as part of the usual reconciliation process;

- g. the non-profit person or organization shall be responsible for the delivery or other handling of the subscription packages of tickets as it wishes but not through the Box Office;
- h. the non-profit person or organization may distribute as many complimentary tickets as it wishes for events at the CTC by providing the benefiting patron with a voucher that will be presented to the Box Office at the CTC at the time of the event in exchange for a ticket bearing the usual service fee of \$4.00 payable by the patron or by the non-profit person or organization as part of the usual reconciliation process;
- i. individual tickets sold directly to the public at the Box Office for events that are also sold by subscription will bear the usual Box Office fee.

24.05 All commercial and community non-profit persons and organizations selling reserved seating tickets through the Box Office to the public for productions or events at venues other than the CTC shall print and sell their tickets through the Box Office.

24.06 All commercial and community non-profit organizations selling general admission tickets for productions or events at venues other than the CTC may sell their tickets by mutually agreeable arrangement with the Box Office Manager.

25.0 DELIVERY OF TICKETS SOLD ONLINE OR BY TELEPHONE

25.01 Tickets purchased by telephone or online shall be picked up by the purchaser at the Box Office in advance of the event *or* at the theatre/venue at the time of the event. Acceptable proof of identity must be presented in the case of telephone purchases and in the case of online purchases the purchaser shall present the confirmation of purchase to be printed at the time of the online purchase.

26.0 CUSTOMER SERVICE CHARGES

26.01 Customers purchasing tickets will pay a basic service charge of \$4.00 for each ticket, including a replacement ticket under Section 27. This charge is subject to change at the sole discretion of the CTC.

26.02 The person or organization will pay the basic service charge on each complimentary ticket issued.

26.3 Customers purchasing tickets online will pay an additional service charge in the amount per ticket (inclusive of taxes) charged at the time by the online ticket sales provider. This charge shall be payable to the online service provider at the time of sale in addition to the basic service charge.

27.0 REFUND, RETURN AND EXCHANGE OF TICKETS

27.01 There will be no refunds, returns or exchange of tickets sold by the Box Office except in respect

of discretionary tickets as provided in Section 24, or in the event of the cancellation of an event as provided in the next Section:

- a. where an event is cancelled after tickets have been sold by the Box Office, the person or organization may arrange by new and separate agreement for the Box Office to participate in the process of the refund of tickets to patrons or it may conduct refunds on its own;
- b. before entering such an arrangement, the organization shall fully and satisfactorily complete final settlement of all matters in respect of the contractual use of the CTC and the Box Office;
- c. the Box Office will then be available to refund tickets to patrons of the cancelled event for a period of time specified in writing and provided that the person or organization has placed the CTC in sufficient funds to cover the amount of the tickets sold plus any refund service charges applicable for the number of tickets that may be returned. Those funds shall be held in a trust account to the credit of the organization and any remaining balance shall be repaid to it at the end of the refund period.

27.02 Commercial persons or organizations shall be charged a service fee of \$2.00 for each ticket refunded. Non-profit community persons and organizations shall be charged a mutually agreeable service fee amount for each ticket refunded.

28.0 BOX OFFICE TICKET PRINTING, DESIGN AND OTHER PARTICULARS

28.01 The Box Office Manager will consult with the person or organization for scaling and determination of ticket prices, discounts, complimentary tickets, group sales, dates of sale and all other pertinent issues.

28.02 Tickets will be printed and mutually checked by the Box Office and the person or organization for accuracy, and any discrepancies found by either must be reported in writing at once to the Box Office Manager and the person's or organization's contact person.

28.03 The layout and design of the ticket to be printed by the Box Office must be pre-approved in writing by the person or organization according to the terms of the CTC Box Office Agreement executed by the parties.

29.0 COMPLIMENTARY TICKETS

29.01 Complimentary tickets must be marked as such or otherwise altered to indicate that they have not been purchased.

29.2 All such alterations must be made by the Box Office Manager.

29.3 All complimentary ticket requests must be authorized in writing by the person or organization and received by the Box Office at least 48 hours prior to the performance.

30.0 US EXCHANGE RATE, RESERVATIONS, CHEQUES, LOST TICKETS

- 30.01 Tickets may be purchased with U.S. funds. The Fair Exchange policy in place at the Station Mall will be followed and the rate will be posted prominently on the front of the Box Office.
- 30.02 Tickets may not be reserved in advance without payment in full.
- 30.03 Personal cheques will be accepted only where the person or organization agrees in writing to be responsible for cheques that are not honoured for any reason. The Box Office retains the right to refuse to accept personal cheques written in funds other than Canadian Funds or in any case within 10 days prior to commencement of the production or event.
- 30.04 Where a ticket sold to a customer is subsequently stolen or lost, a duplicate ticket may be issued by the Box Office Manager with satisfactory proof of the customer's identity and of purchase, or with the written approval of the person or organization and the usual service fee will be charged to the patron unless covered by the person or organization.

31.0 TAXES DUE ON TICKETS SOLD

- 31.01 The person or organization shall be responsible for the collection and remittance of all taxes due and payable on tickets sold at the Box Office and also in respect of all related services. That responsibility shall remain with the person or organization, which shall indemnify the CTC and its Box Office and shall hold them harmless from any liability in that regard.
- 31.2 The CTC Box Office will charge and collect such taxes on tickets sold by the Box Office (and in respect of related services) in such percentages or amounts as the person or organization directs in writing. The details of such tax charges shall be made known to the purchaser of every ticket at the time of sale by receipt or invoice, and recorded for accounting purposes. The proceeds of tax amounts collected shall be deposited to the credit of the person or organization together with its proceeds from the sale of tickets and shall be handled, managed and settled as hereafter provided.

32.0 HANDLING AND MANAGMENT OF TICKET

- 32.01 All money from ticket sales (net of Box Office customer service charges) shall be deposited into the CTC Box Office Trust Account to the credit of the person or organization.
- 32.2 A person or organization requesting an advance on ticket sales for an event at the CTC must give the Box Office Manager at least two (2) business days prior notice. An advance will not be made unless at the time of the request the person's or organization's CTC Trust Account balance for the particular presentation is at least \$1,000.00 and the advance shall be no more than 90% of the balance in the trust account in excess of \$1,000.00.

33.0 PRIVACY

- 33.01 The Theatre Centre complies with applicable federal and provincial legislation respecting the ticket purchaser's right to privacy. We will not sell, trade, share or disseminate a ticket purchaser's personal information except with the purchaser's explicit consent, and for purposes that have been fully disclosed. The Theatre Centre Box Office asks ticket buyers for personal information in order to inform of the cancellation or scheduling changes of an event. The promoter/organization agrees that the Theatre Centre is its agent for the sole and limited purpose of selling tickets to the promoter's/organization's event. As such, and with the explicit consent of the ticket purchaser, the Theatre Centre and the promoter may use the purchaser's private to inform the purchaser of future events and opportunities. The promoter/organization agrees to limit the use any information thus received from the Theatre Centre to that purpose only, and to indemnify and save the Theatre Centre harmless from all damages and costs arising from the promoter's/organization's misuse of private information provided to it by the Theatre Centre.
- 33.02 All purchasers of tickets at the Theatre Centre Box Office will be asked the following question: Would you like to receive information from the Theatre and the promoter of upcoming events and opportunities? Yes/No Thank You.
- 33.03 A Promoter/Organization may request its patron-consented information upon written request to the Media Coordinator (705-257-6707; Media@saultctc.ca). The information will be provided within three days of receiving the request. One request is permitted at no cost per event. A fee of \$30.00 will be charged for more than one request per event. For best analytical purposes it is recommended that the request be made after completion of the event.

34.0 SETTLEMENT OF MATTERS

- 34.01 In the case of a commercial person or organization, interim reconciliation of matters shall be completed within one hour of the final performance of the presentation or event; and final settlement shall be made within (three) 3 business days of the final performance or event.
- 34.02 In the case of a community person or organization, final reconciliation of matters shall be made within (seven) 7 business days following the final performance or event.34.03 Settlement will include an accounting of, charging to and set-off against Trust Funds to the credit of the person or organization of all rates and charges applicable to the presentation or event under the agreements entered into and owing to the CTC, with any remaining unpaid charges to be invoiced separately by the CTC and payable 30 days thereafter.
- 34.04 Charges for additional rehearsal time, custodial or other such items due to the School Board will be invoiced separately to the person or organization in due course by the School Board.
- 34.05 Charges for the use of stage lights in excess of the use permitted by the CTC's policy under the person's or organization's particular Contractual Use Agreement and technical charges

unrelated to a presentation or event under a Contractual Use Agreement shall be invoiced on the final day of each month and be payable 30 days thereafter.

34.6 A person or organization's failure to make timely payment of an invoice may result in cancellation or refusal of a permit for the use of the CTC or may result in a set off of the amount due against monies held in trust to the credit of the Organization for a presentation under a Contractual Use Agreement.

34.7 Reconciliation shall be according to the CTC Event Final Reconciliation Form (See Appendix D).

35.0 PRODUCTION AND TECHNICAL PERSONNEL CHARGES

35.01 Production and Technical Personnel will be charged to the person or organization at the hourly rate in effect at the time. Hourly rates may be viewed on the CTC website, and are subject to change at the sole discretion of the CTC. Enquiries are to be directed to the Technical Director in respect of the prevailing hourly rates, and for assistance and advice in identifying what technical assistance will be required.

35.02 All call-outs are for a minimum three (3) hours.

35.03 All positions, except Crew Chief, Production Assistant, or Custodian, may be filled by the person or organization's volunteers subject to the approval of the Technical Director and provided all such volunteers are at least 14 years of age or more.

36.0 INSURANCE

36.01 A person or organization using the CTC under a Contract of Use (including the Main Stage, Studio Theatre and Trixie Hardy Rehearsal Hall) must have comprehensive third party insurance in force at all times that the person or organization (or any members of the person's or organization's company) is on the property and premises. This comprehensive third party insurance must meet the requirements of the Contractual Use form, which provides:

- a. that during any use of the CTC, the organization will maintain comprehensive third party liability insurance coverage of at least \$2,000,000.00 and will furnish particulars of such insurance coverage as the CTC may from time to time require;
- b. the CTC and the School Board be stated as Additional Named Insured on the requisite applicable certificate of insurance under the insurance coverage agreed to herein;
- c. the CTC and the School Board shall be released from all claims, demands or causes of action arising from the organization's use of the CTC and agrees to indemnify and hold harmless the CTC and the School Board harmless from all claims, demands or causes of action.

37.0 STAGE PERSONNEL WORK CONDITIONS

- 37.01 Holidays are defined as follows: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.
- 37.02 All calls may start on the hour or half-hour at the discretion of the Technical Director.
- 37.03 Calls are defined as follows:
- a. personnel on any call will receive a minimum compensation of three (3) hours at the prevailing rate(s);
 - b. all personnel working a performance who also work the load-in or load-out will be paid by the hour for same as long as such work is contiguous to performance call.
- 37.04 When more than two (2) performances of the same engagement are scheduled in one day, all performances in excess of two (2) shall be compensated for at time and a half.
- 37.05 A one (1) hour meal break shall be provided on any call of more than four (4) hours in duration and said meal break shall commence not later than the end of the fifth hour of work on such a call. If unable to provide a meal break during a move-in or move-out call, one-half hour break shall be permitted with a meal provided for all crew, and pay for this period shall continue at the prevailing rate. If these conditions cannot be met, beginning at the sixth hour, double the prevailing rate shall prevail until a one (1) hour break is given.
- 37.06 When working more than one (1) performance call per day of the same engagement, there shall be a minimum of seventy-five minutes break scheduled between the conclusion of the first performance and the start of the next performances. If unable to provide a break of such duration, a hot meal shall be provided or compensation of one (1) hour at double time pay rate shall be paid. However, in the event that duration of multiple performances does not exceed five (5) hours from start of the first call to the conclusion of the last call, no meal need be provided or compensation paid the period between performances.
- 37.07 On a move-in or move-out call, when the stagehands are provided a meal, all carloaders on call waiting to load or unload trucks shall also have a meal provided.
- 37.08 At the completion of any two (2) hour work period, a ten (10) minute break shall be permitted for all personnel on call.
- 37.09 All spotlight operators shall be afforded a ten (10) minute break prior to commencing the move-out call. The break shall start with the completion of responsibilities required of the spotlight operator.

38.0 WORKSHOP AREA OPERATING PROCEDURE

- 38.01 All use of the workshop area shall be under the direct supervision of the Technical Director or his designate, who shall have authority to terminate the person or organization's use of the workshop area if it is unsafe, unhealthy or otherwise inappropriate or improper.

- 38.02 More than one person or organization may be using the space at the same time, so that co-operation is essential.
- 38.03 The persons or organizations using the workshop space are responsible for keeping the area clear and safe at all times.
- 38.04 Hazardous materials are not permitted in the workshop area unless WHMIS data sheets for such materials are provided to the Technical Director and the use of the material is approved by him.
- 38.05 When painting, drop cloths must be used.
- 38.06 The paint storage and cleanup area (including brushes) must be cleared after each use.
- 38.07 At the end of the use of the workshop area, the room must be cleared by the group, failing which caretaking fees may be charged.
- 38.08 Theatre staff shall be responsible for opening and securing the area at the beginning and end of the time booked. If the building is opened for a group on Main Stage or Rehearsal Hall, a group may use the Workshop Area at no additional cost. If the group requires the Workshop when no other group is booked, the group will bear the expense of a Production Assistant and weekend usage fees if applicable.
- 38.09 On occasion the Workshop Area may have restrictions as to noise levels (i.e. in respect of the use of radios, power tools or other sources of noise) during certain hours such as when a school class is underway in the CTC complex or a production is underway on the main stage. The supervising technical staff or a school representative will inform the person or organization of such times or of incidents of interference.

39.0 FRONT OF HOUSE EVENT MANAGEMENT AND SECURITY

- 39.01 The CTC will provide a Front of House Manager and staff to supervise the front of house operations (including lobby) and activities for all events in the CTC. With the exception of the position of Front of House Manager, all front of house staff positions may be filled by the person's or organization's volunteers as approved and supervised by the Front of House Manager. Front of house operations for School Board events at the CTC shall be supervised by the School Board unless mutually satisfactory arrangement has been made for the services of the Front of House Manager.
- 39.02 Professional security shall be engaged by the CTC as it deems appropriate at any event where alcohol is served or as may be otherwise required. The person or organization using the Theatre Centre may communicate and consult with the Front of House Manager about security requirements. As a general guideline, one security person will be required where the number of tickets sold to a performance or event at 4:00 P.M. the day before is under 500 persons, and two security persons will be required where the number of tickets sold to a performance or event at 4:00 P.M. the day before is 500 persons or more.

39.03 There will be no charge to Community Non-Profit persons or organizations for the services of the Front of House Manager. A charge will be made to Commercial persons or organizations for the services of the Front of House Manager.

39.04 There will be a charge to Commercial users for security staff who will patrol parking areas and monitor the use of alcohol in the Theatre complex. The charges appear in Section 56 of this Policy Manual.

40.0 FRONT OF HOUSE GUIDELINES

40.01 Every event at the CTC shall have the following minimum front of house staffing:

- a. Front of House Manager;
- b. Ticket Takers: 2 individuals;
- c. Ushers:
 - (i) Orchestra Level – 3 individuals
 - (ii) Right Balcony – 1 individual
 - (iii) Left Balcony – 1 individual.

40.02 The minimum required front of house staffing is required to cover emergency exits and may be increased in number at the sole discretion of the Technical Director depending on anticipated audience size reflected at ticket sales.

41.0 FRONT OF HOUSE STAFFING TIMES

41.01 The Front of House Manager, Ticket Takers and Ushers shall be at the CTC at least one (1) hour in advance of each scheduled event and shall remain at the CTC throughout the event until released by the Front of House Manager.

42.0 GENERAL FRONT OF HOUSE STAFF FUNCTION

42.01 The Front of House Staff will participate in emergency and safety briefing conducted by the Front of House Manager before each scheduled event. The Front of House Staff will also inspect the auditorium before audiences are admitted.

42.02 The Front of House Manager will supervise lobby activities and use during a contracted event, including as a point of contact for custodial service or other issues arising at the time, including matters that may require the attention of the Technical Director.

42.03 At the end of each event, the Front of House Staff will gather debris left by the audience.

42.04 The Front of House Manager will consult with the Technical Director in respect of any special front of house requirements communicated by the person or organization to the Technical

Director with regard to the event at the CTC. The Front of House Manager will direct/inform Front of House staff accordingly as part of the required pre-event training.

43.0 INCIDENT REPORTS IN CASE OF EMERGENCY OR ACCIDENT

- 43.01 In the event of an emergency or an accident the Front of House Manager shall immediately seek the assistance of emergency care workers and police as is appropriate to the situation. The Front of House Manager will inform the Technical Director of the incident as soon as possible and will make reasonable efforts to attend to the comfort and safety of any injured person, including learning and noting the name, address and telephone number of the person if possible.
- 43.02 The Front of House Manager will then investigate the details of the incident, taking the names of possible witnesses and inspecting the area where the incident occurred, taking note of any circumstances that seem relevant, including the condition of any injured person (e.g. nature of injury, symptoms/complaints, and sobriety).
- 43.03 With the assistance of the Technical Director, the Front of House shall complete a Theatre Incident Report setting out all of the details and information learned and observed about the incident. The Technical Director will inform the School Board Auditorium Co-ordinator about the incident at the soonest opportunity.

44.0 SPECIAL EFFECTS AND PYROTECHNICS

- 44.01 Any organization using pyrotechnic special effects must have Event Approval including a pyro-effects plan, which shall be submitted to the Technical Director in the form required (See Appendix E) for submission to the authority having jurisdiction (“AHJ”).
- 44.02 Before using pyrotechnic special effects in the CTC, the proposed pyrotechnic effect plan must be approved by the appropriate representative of the School Board.

45.0 THEATRE LOCATION

- 45.01 The CTC, is connected to the White Pines Collegiate and Vocational School, 1007 Trunk Road in Sault Ste. Marie. The theatre is located on the south side of the building, with easy access for loading and unloading.

46.0 LOADING

- 46.01 There are two (2) loading docks. The main loading dock is located on the far side of the theatre (stage right) at truck bed level. The actual door size of the loading dock is 10 feet by 10 feet. There is a second loading dock in the workshop area, also located at truck bed level.

47.0 FRONT OF HOUSE CONFIGURATION

- 47.01 The front of house can be divided into three sections: the main floor which is raked and holds 560 seats plus 6 wheelchair; right gallery with 159 seats plus 2 wheelchair; and left gallery with 178 seats plus 2 wheelchair. Total seating capacity: 897 seats plus 10 wheelchair. (See

Appendix F for seating plan)

48.0 MAIN STAGE CONFIGURATION

48.01 The configuration and measurements of the main stage are as follows:

Width - 40 feet (12.25 metres);

Proscenium Height - 15 feet (4.57 metres);

Distance from main curtain to back wall - 24 feet (6 metres);

Distance from edge of performance space to main curtain (apron) - 13 feet (3 metres);

Wing space: Stage left - 18 feet (5.74 metres);

Stage right - 32 feet (9.93 metres).

48.02 At the front of the main stage there is a pit elevator/stage thrust/orchestra pit which can be set at various levels from stage height to 6 feet below auditorium floor level. See drawings (available through the Technical Director) or visit web site for exact configuration.

48.03 The floor is pine and suspended on wooden sleepers, covered by 1/4 inch masonite. The main stage is covered with a black vinyl dance surface up to, but not inclusive of, the moveable thrust.

49.0 THE STUDIO THEATRE/TRIXIE HARDY REHEARSAL HALL

49.01 The Studio Theatre/Trixie Hardy Rehearsal Hall is located immediately behind the main stage. This space is 40x40 feet (12.25 metres) and is located immediately behind the main stage. This space is 40 x 40 feet (12.25 metres) and is furnished with dance mirrors, barres, seating, raked floor, lighting and sound equipment. The space is also available for pre- or post-receptions.

50.0 RIGGING SYSTEM

50.01 Stage rigging is a single-purchase counterweight rigging system. There are 25 line sets of 1500-pound capacity. For touring companies, there are up to 15 available free line sets. Further information on spacing of lines and distance from the proscenium arch, available through the Technical Director.

51.0 DRAPERIES AND CYCLORAMA

51.01 The main drape is red velour and can be guillotined or travelled. There is a winch operated red velour house teaser. There are three sets of legs and borders (21 ounce black velour). There is a mid-stage drape split at centre and a black traveller (21 ounce black velour).

51.02 The back wall is plastered and can be used as a cyclorama.

52.0 DRESSING ROOMS

52.01 There are two (2) chorus dressing rooms which will hold 20 people each and two (2) principal

dressing rooms which will hold four (4) people each. Each dressing room area includes washrooms, showers, and mirrored make-up areas.

53.0 MAINSTAGE SOUND SYSTEM

53.01 The House PA system consists of the following equipment:

2- JBL 4315, bi-amped, in stereo, flown left and right;
4 - JBL Control 29AV Monitors in an overhead mono array;
8 - JBL Control 25AV Monitors as front fill at stage lip;
4 - Meyer UPA - 1A flown in pairs as lecture theatre fill left and right;
2 - Apogee APL10 powered sub bass on floor left and right;
All speakers Crown and Ashley Mosfet powered.

53.02 The Front of House contains the following sound equipment:

Soundcraft 48 ch. K3 console;
DBX 480 Drive Rack;
8 ch. Insert compression;
2 TCE M1;
CD Playback w/pitch.

53.03 The stage monitoring system consists of the following:

5 mixes from FOH console ea. with Ashley 1/3 oct. EQ;
6 QSC KW12 powered speakers;
2 Fender 2821 mounted mid stage on left and right Germans as side wash;

53.04 The main stage sound system consists of the following:

An assortment of condenser and dynamic mics and passive and active Dis from; Radial, Shure B52, SM57, SM 58, B87, SM89, SM81, AKG 214, Sennheiser 900 series drum and guitar mics, Crown and Audio Technica PZM and boundary mics;
2 Audio Technica 2000 wireless with handheld and lavs;
Atlas round base and Apex tripod stands.

54.0 MAINSTAGE LIGHTING SYSTEM

54.01 The lighting board for the main stage is as follows:

Strand5201 Programmable Console;
Control Locations - Control Room, In House, Stage Right;
Dimming - Two (2) CD80 racks with 82 dual 2.4 kw dimming modules (dimmer per circuit - 156 dimmers available).

Luminaires:

8 - 6 inch variable focus zoom lekolites, Model 2206;
8 - 4 ½ inch lekolites, Model 2204;

12 - 6 inch lekolites, Model 2209;
12 - 6 inch lekolites, Model 2212;
24 - 4 ½ inch variable focus zoom lekolites, Model 2205;
20 - 6 inch fresnels, Model 3380;
5 Iris 3 cyc lights, Model 5913;
8 ETC Par 575w;
16 Chauvet Colorado LED Wash;
24 ETC Source 4 with Chroma Q Scroller;
≥ 1 Martin Mac 250;
2 Lycian Midget follow spots;
6000 Lumen NEC Projector.

The lighting system inventory includes 40 Extension Cables - 20 amp 125 volts, twist-lock connectors:

10 units at 5 feet;
10 units at 10 feet;
10 units at 15 feet;
10 units at 20 feet.

54.03 There is some stock colour in the Theatre's supply. The Technical Director should be consulted well in advance in this regard.

54.04 The House lighting is by incandescent dimmer controlled from various locations in the Theatre.

55.0 ADDITIONAL EQUIPMENT

55.01 The Theatre offers the following additional equipment:

9 foot Concert Grand piano, YAMAHA CIIIF, tuned A440 available by booking arrangement through Technical Director. There is a \$228 rental fee charged *per performance*. In addition, the presenting person or organization is required to pay a piano tuning fee subject to the current tuning rate by the Theatre's approved piano tuner. *Under no circumstances* will the organization booking the piano have a member of their organization tune the piano;
Yamaha Upright Grand - available at no cost to the user group;
Korg Triton Le Keyboard - available at no cost to the user group;
24 music stands available for orchestra;
1 conductor podium;
120 padded stacking orchestra chairs;
touring lighting disconnect - 200 amp 3-phase disconnect on deck level;
touring sound disconnect - 100 amp disconnect on deck level.

Exterior Signage: LED Marquee (9 x 6 feet) for user provided upcoming event information.

Interior Lobby Video Wall – 16 screen composite video wall featuring user provided content for projection on date of event.

Interior Lobby Lighting – 18 LED wash fixtures mounted on an overhead truss grid providing programmable ambient and accent lighting options.

56.0 THE STUDIO THEATRE/TRIXIE HARDY REHEARSAL HALL EQUIPMENT

56.01 The Studio Theatre /Trixie Hardy Rehearsal Room **sound system** consists of:

- full range music playback system for background music and sound;
- wireless mic and lectern.

56.02 The Studio Theatre/Trixie Hardy Rehearsal Room **lighting system** consists of:

- 2 Strand CD80 dimmers 24ch x 2kW;
- 36 instruments – mix of 6 x 9 and 6x 12 6” zoom lekos and 6” fresnels &1 kW PAR 64;
- 1 – 1kW Comet follow spot.

56.03 The Studio Theatre/Trixie Hardy projection system consists of;

- NEC PA600x projector;
- 9 x 12 motorized screen.

56.04 The Studio Theatre/Trixie Hardy Rehearsal Room **stage and seating** consists of:

- 24 – 4’ x 8’ x 8” risers which can be custom configured to create raised stages from 8” to 4’ high;
- 120 padded stacking chairs.

57.0 RATES AND CHARGES

I. WHERE THERE WILL BE AN AUDIENCE AND/OR PUBLIC PERFORMANCE

A. Main Stage

1. Community Non – Profit Users

- (a) \$3.00 per person (to CTC) admitted to the auditorium during a performance or presentation (including complimentary, unpaid or by general admission plus,
- (b) A one-time \$25.00 administration fee (to ADSB), plus; \$40.00 per performance or presentation (to ADSB), plus; ADSB caretaking fees on weekends, school holidays and after 10:30 pm. on weekdays at the rates indicated in 57.0 III C (2) below plus,

- (c) Theatre Centre Technician charges (to CTC) at rates indicated in 57.0 III C (1) below with minimum requirement of one technician during use and with a 3-hour minimum “call out” plus,
- (d) Concert Grand piano (if required) \$228.00 per performance (tuned).

2. Commercial Users

- (a) Charges payable to CTC by Community Non-Profit users plus,
- (b) \$500.00 payable to ADSB per presentation.

3. Additional Days

(a) Community Non-Profit Users: rates stated above include (at no extra cost) company rehearsal and set-up time at no extra cost based on the number of days of main stage performance presented. Additional days beyond those based on number of performance days will result in additional payment of \$37.50 (to ADSB) plus charges for technicians at the rates indicated in 57.0 III C (1) below and ADSB care-staff as indicated in 57.0 III C (2) below plus \$100.00 per day if main stage lighting is required on additional days of rehearsal plus further \$20.00 per hour or each part thereof where use of stage lights exceeds 7 hours in a day. HST will be charged where applicable.

(b) Commercial Users: \$200.00 for each additional day without performance or presentation (to ADSB) plus charges for technicians, front of house management, ADSB care staff and security as below. HST will be charged where applicable.

B. The Studio Theatre

1. The Studio Theatre is a “black box” space available for small audience performances or functions according to the terms and conditions stated in Section 20 above:
 - (a) to the ADSB, a one-time \$25.00 administrative fee plus \$40.00 per day permit fee, and;
 - (c) \$232.00 per 5 hour day to the SCTC, which includes one technical staff.
 - (d) Additional technical staff time will be charged at the rates stated in 57.0 III C (1) below.
 - (e) ADSB caretaking charges of approximately \$35.00 per hour plus HST will also be applied on weekends, school holidays and weekdays after 10:30 p.m. as well as on weekends and school holidays. Caretaker charges may be separately invoiced by the ADSB.

II. WHERE THERE WILL BE NO AUDIENCE OR PUBLIC PERFORMANCE (BOTH TO COMMUNITY NON-PROFIT AND COMMERCIAL USERS)

1. Main Stage

- (a) \$250.00 per hour (\$100 to each of the CTC and ADSB) which includes one technical staff member and the use of the Shop, Green Room and Dressing Rooms);
- (b) Additional technical staff at the prevailing rates indicated in 57.0 III C (1) below;
- (c) ADSB caretaking charges as indicated in 57.0 C (2) below;
- (d) Lighting and sound will be set as the user requests.

2. Studio Theatre

- (a) \$75.00 per day (\$37.50 to each of the CTC and ADSB);
- (b) Technical staff at the rates indicated in 57.0 III C (1) below;
- (c) Caretaking charges as indicated in 57.0 III C (2) below;
- (d) Includes the use of the Green Room and two Dressing Rooms. The space will be set up with chairs to the user's requirements.

III. TECHNICAL, CARE TAKING AND SECURITY

C. Technician, ADSB Care Staff, Front of House Management and Security Rates

1. Technicians and Front of House Management Community Non-Profit and Commercial

Production Staff (Grip) – \$20.15

Crew Chief (Dept Head) – \$22.69 per hour

Technical Director – \$34.10 per hour

Front of House Manager - \$23.70.00 per hour for one hour before the event until approximately ½ hour after the event for Commercial Users Only

Note: 14% will be added to these basic rates to meet statutory surcharges including vacation, CPP, EI and WSIB; a 10% administrative charge will also apply to cover related payroll administrative and accounting costs

2. ADSB Care Staff: on weekends, school holidays and weekdays after 10:30 p.m. at approximately \$35.00 per hour plus HST. This charge may be billed separately by the ADSB.

3. Security Rates:

(i) To Community Non-Profit Users, no charge;

(ii) To Commercial Users: \$25.00 per hour per security person plus an administration charge of 10% from one hour before the event until ½ hour after the event. As a general guideline, one security person will be required where the number of tickets sold to a performance or event at 4:00 P.M. the day before is under 500 persons, and two security persons will be required where the number of tickets sold to a performance or event at 4:00 P.M. the day before is 500 persons or more.

D. Box Office Charges

1. To the Buying Patron – \$4.00 per ticket purchased in person at Box Office or by telephone – \$2.50

additional where purchased online (paid directly to online service provider)

2. To the User/Producer: 3.5% of price of tickets purchased by credit card charge (no charge for debit)

Note:

(a) Tickets for all performances at the Theatre Centre must be printed by the Box Office but at no additional charge to the User/Promoter.

(b) The User/Promoter will be charged \$4.00 for each complimentary ticket issued.

(c) Refunds are not permitted except in special circumstances as provided in the Policy Manual appearing on our Website and should be discussed with the Box Office Manager.

(d) Rehearsals do not include the use of the auditorium which shall remain dark and closed to the public. Where the public is admitted to the auditorium the Main Stage Rates above shall be applicable.

ALL RATES AND CHARGES ARE SUBJECT TO CHANGE. ENQUIRY SHOULD BE MADE AT THE TIME OF BOOKING.

APPENDICES

Appendix A

CONTRACT FOR USE AGREEMENT

ADSB PERMIT FOR USE

(Subject to all terms, conditions, rules and regulations as stated in the Board's Policy and Procedures. In the event of an emergency, please call the number below and follow the instructions for a building related emergency.)

Status:

Permit number:

Purpose: (Name of Event)

Permit type: (Community/Commercial)

Attendance:

Organization:

Permit holder:

Email:

Home phone:

Work phone:

Mobile phone:

Facilities used: SAULT STE MARIE COMMUNITY THEATRE CENTRE (1007 Trunk Road, Sault Ste. Marie, ON, P6A

5K9)

Equipment:

Auditorium;

Studio Theatre;

White Pines

Insurance company: (Name of)

Policy number:

Policy expiry:

Emergency numbers:

Event supervisors: Additional Contact Listed Here, xxxxxxxx@xxxx.ca

COMMENTS AND SPECIAL INSTRUCTIONS

FOR SAULT STE MARIE COMMUNITY THEATRE CENTRE BOOKINGS:

Special instructions:

Fees for the use of this facility are indicated under "Cost Details" on this permit and are payable directly to the Algoma District School Board prior to your event. Credit Card payments are preferred and can be made online through your account or by calling Amy See, Community Use Coordinator at 705-945-7312.

Payments by cheque or cash can be made in person or by mail payable to: Algoma District School Board, 432A Northern Avenue East, Sault Ste. Marie, ON P6B 4H6.

Box Office Arrangements should be made as soon as possible by contacting Catharina Warren, CTC Box Office at (705) 945-7299 or email saultctc@shaw.ca.

Marketing Service inquiries should be made as soon as possible by contacting Joshua Richards, Marketing and Program Coordinator, at 705 257 6707 or by email media@saultctc.ca

Front of House Arrangements including in respect of bar/food service and security should be made by contacting Laurie Ryan, which may be arranged by contacting the Box Office at (705) 945-7299.

Technical Arrangements should be made as soon as possible by contacting Greg Marshall, CTC Technical Director, at (705) 945-7309 or by email at technical@saultctc.ca.

CTC Charges will apply as stated at saultctc.ca under "Theatre Charges" and will be settled separately through the Box Office.

This Agreement for Use must be signed and returned to Amy See at seea@adsb.on.ca.

INSURANCE REQUIRED: Please submit a copy of your Insurance Certificate by email to Amy See at atseea@adsb.on.ca prior to your permit start date. The Algoma District School Board and the Sault Ste Marie Community Theatre Centre must be listed as additional insureds on the policy.

Load in time must not interfere with school activities. Please confirm times with Greg Marshall, Technical Director (705) 945-7309 or email thea@bellnet.ca.

For Custodian: care staff hours to be discussed with Supervisor of Care Staff.

Please open additional lobby washrooms for this event.

For permit holder: For all emergencies please call the pager at 705-987-1621. All areas of use must be left in the condition found. All garbage to be deposited in trash cans. Smoking & alcohol consumption is prohibited in all areas of school property. Please advise all users accordingly. Permission to serve alcohol at Sault Community Theatre Events may be granted upon request to the SCTC Board. To obtain a Request to Serve Alcohol Form please contact Greg Marshall at thea@bellnet.ca.

All groups must be out of the facility on the the time noted on the permit.

Please refer to the rules and regulations for any questions.

Please do not bring food or drink into the auditorium

Areas of the school not listed on your permit are restricted. Please limit use only to areas indicated on your permit. All group members to be supervised.

Booking Summary

Status:

Total hours:

Date:

Start:

End:

Facility and spaces:

SCT USE AGREEMENT

User Type: Community Non Profit _____ Commercial _____ ADSB _____ SCTC _____

Organization _____

Production/Event _____

Production Date(s) Hours: From _____ to _____ TIME OF PERFORMANCE _____

Year Month Date Day Year Month Date Day

From _____ to _____

Please attach schedule of actual dates & times. Use subject to conditions/restrictions stated in Appendix A attached.

| | | | |
|---------------|-------------------------------|----------------------|---------------------------|
| Requirements: | _____ Main Stage | _____ Stage Lighting | _____ Yamaha Grand Piano |
| | _____ Production Assistant(s) | _____ Stage Rigging | _____ Upright Piano |
| | _____ Rehearsal Hall. | _____ Pyrotechnics | _____ Bar Service |
| | _____ Studio Theatre. | _____ Set Assembly. | _____ Security Service |
| | _____ Sound System. | _____ Dressing Rooms | _____ Parking Supervision |
| | _____ Film/Screen/Streaming. | _____ Box Office | |

Bar Service is declined (authorized signature) _____

Technical and box office arrangements should be made as soon as possible through Greg Marshall, Technical Director (705)-945-7309 (Theatre Centre) or email thea@bellnet.ca
 Catharina Warren, Box Office Manager (705) 945-7299 or email saultctc@shaw.ca
 Laurie Ryan, Front of House Manager, leave message at Box Office
ADSB events must be approved by ADSB Auditoria Co-ordinator Chris Rous, (705) 844-2168 or email chrislrous@outlook.com

Organization Contact: _____ **Alternate Contact:** _____

Address _____ Address _____

Postal Code _____ Postal Code _____

Telephone (H) _____ Telephone (H) _____

(W) _____ (Cell) _____ (W) _____ (Cell) _____

Email address _____ Email address _____

Fax number _____ Fax number _____

Organization's Insurance Coverage: Insurance Agent _____

Policy No. _____ Insurance Company _____

Type and Amount of Coverage _____

Third Party Liability Coverage amount \$ _____

Have Algoma District School Board & Sault Ste Marie Community Theatre been identified as an *Named Insured* on the policy _____

TERMS & CONDITIONS

Upon the granting of permission to use the Sault Ste. Marie Community Theatre Centre, the undersigned, on behalf of the organization agrees:

- A. to pay the rates and charges applicable within 30 days of completion of event, failing which interest will be charged at the rate of 2% per month (24% per annum);
- B. to pay such deposits as may be required in advance;
- C. to be solely responsible for the collection and payment of all taxes due on tickets sold by the Sault Ste. Marie Community Theatre Centre or its Box Office and to indemnify the Sault Ste. Marie Community Theatre Centre and its Box Office and hold them harmless in respect thereof; provided, that the Sault Ste. Marie Community Theatre Centre Box Office will collect such percentages or amounts as directed by the organization in respect of such taxes and related services and such amounts collected shall be handled, managed and settled according to the Sault Ste. Marie Community Theatre Centre's Operating Procedures;
- D. that the organization has reviewed a copy of the Operating Procedures of the Sault Ste. Marie Community Theatre Centre at saultctc@shaw.ca and understands those procedures and agrees to be bound by same;
- E. failure to comply with the Operating Procedures of the Sault Ste. Marie Community Theatre Centre may result in immediate termination of use by the organization and in the event of such termination of use, the Sault Ste. Marie Community Theatre Centre is hereby released by and indemnified by the organization from all liability or claim for damages which may result;
- F. that during any use of the Sault Ste. Marie Community Theatre Centre, the organization will maintain comprehensive third party liability insurance coverage of at least \$2,000,000.00 and will furnish particulars of such insurance coverage as the Sault Ste. Marie Community Theatre Centre may from time to time require;
- G. to name the Sault Ste. Marie Community Theatre Centre and the Algoma District School Board as a Named Insured on the requisite applicable certificate of insurance under the insurance coverage agreed to herein;
- H. to provide such further information as may be required to establish that the organization qualified for Community User rates and charges;
- I. that it hereby releases the Sault Ste Marie Community Theatre Centre and the Algoma District School Board from all claims, demands or causes of action arising from the organization's use of the Sault Ste. Marie Community Theatre Centre and hereby agrees to indemnify and hold harmless the Sault Ste. Marie Community Theatre Centre and the Algoma District School Board from all claims, demands or causes of action.
- J. This agreement applies to all services provided by the Sault Ste. Marie Community Theatre Centre including the Theatre building, equipment, musical instruments, technical staff, front of house staff, Box Office and staff.
- K. that the individual signing this document has authority to bind the organization named.

These terms and conditions have been read and accepted by the undersigned authorized representative of the organization on _____.

(date)

On behalf of Organization & Nature of Authority _____

On behalf of ADSB Superintendent of Business _____

On behalf of Sault Ste. Marie Community Theatre Centre _____

Submit along with administrative and use fees, and certificate of insurance to:

**Algoma District School Board, 232A Northern Avenue East
Sault Ste. Marie, ON P6B 4H6 - Attention: Amy See
Telephone (705) 945-7312, Facsimile (705) 759-2811 or email seea@adsb.on.ca**

**Appendix A to SCTC Contractual Use Form
(to be added as required)**

Use of the Sault Ste. Marie Community Theatre Centre as requested and agreed in the attached Contractual Use Form is subject to the following conditions, restrictions or limitations:

Appendix B

BOX OFFICE AGREEMENT FORM

(Revised December 17, 2019)

**SAULT STE. MARIE COMMUNITY THEATRE CENTRE
BOX OFFICE AGREEMENT**

BETWEEN

Sault Ste. Marie Community Theatre Centre,
Operating as Sault Community Theatre Centre ("SCTC")
Represented by the Box Office Manager
Email: saulttctc@shaw.ca
293 Bay Street

Sault Ste. Marie, ON P6A 1X3
 Phone: 705.945.7299

AND
 (please print)

Promoter/Organization: _____
 Email: _____
 Address: _____

 Phone: _____
 Facsimile: _____
 Person with authority for signing the contract: _____

FOR THE TRANSACTION OF TICKETS:

Type of Service: (a) Sale of Tickets for Coming Event: _____
 or
 (b) Refund of Tickets for Cancelled Event: _____

Production Title: _____
 Location: _____

Date(s) Time(s): Date(s) Time(s):

| | | | |
|--|--|--|--|
| | | | |
| | | | |
| | | | |
| | | | |

- Seat Selection
- Admission

TICKET PRICING:

| TYPE | PRE-SALE RATES | | | REGULAR RATES | | | G R O U P R A T E S | Price | Tax | TOTAL |
|--------|----------------|-----|-------|---------------|-----|-------|--|-------|-----|-------|
| | Price | Tax | TOTAL | Price | Tax | TOTAL | | | | |
| Senior | | | | | | | | | | |
| Adult | | | | | | | | | | |

| | | | | | | | | | |
|--------------|--|--|--|--|--|--|--|--|--|
| Student | | | | | | | | | |
| Child | | | | | | | | | |
| Subscription | | | | | | | | | |
| | | | | | | | | | |

Seniors age _____ and over Students age _____ and under with valid student card
 Children age _____ and under Groups of _____ or more

NOTE: THE CUSTOMER WILL PAY AN ADDITIONAL \$4.00 BOX OFFICE SERVICE CHARGE PER TICKET.

Taxes: Please initial appropriate box:

The Promoter/Organization confirms that it IS NOT REQUIRED to remit taxes for this production as sold by the Box Office

OR

The Promoter/Organization confirms that it IS REQUIRED to remit taxes on tickets for this presentation/production as sold by the Box Office and it therefore directs the Box Office to collect the sum of 13% on the price of each ticket sold by the box office in respect of HST and to handle, manage, and settle the said sums collected together with the Promoter/Organization's other proceeds from the sale of tickets for this production/presentation.

CHARGES TO USER GROUPS FOR THE SALE OF TICKETS:

Debit: N/C
 Credit card service fee for VISA, M/C, and AMEX 3.5% of each transaction

DETAILS:

Commencement Date of Pre-Sale Tickets: _____ Code: _____

Commencement Date of General Ticket Sales: _____

Cease of Ticket Sales Date in Consultation with Promoter/Organization: _____

Please Provide a Brief Description (125 words or less) of the Presentation/Event:

OTHER SERVICES:

- Coupons: _____
- Poster Distribution (\$70 per 100 posters) _____
- Comps: _____
- Online sales (\$2.50 cost to the customer plus applicable box office service fee)
- Discretionary Tickets Released to Promoter/Organization for distribution (See Article 23.03 in the Policy and Operations Manual posted on KCTC website for details):
- Merchandise Sales Assistance (\$15.00 per hour per person, minimum 3 hours; please provide details):

Use of video wall at the theater. *Please note that all materials for the video wall must be submitted at least 3 business days before the date of the event. If the SCTC is required to format materials submitted, it will be charged at a rate of \$25 per hour.*

Confirm Which Services You Want and Comments About Same:

BAR SERVICE:

The Theatre Centre provides bar service at all events, except where cancelled at the discretion of the Centre. The Centre will consider a Promoter's/Organization's request that there be no bar service at its event provided reason is given. Such a request does not assure that bar service will be cancelled.

It is requested that there be no bar service at this event for the following reasons:

TIMING:

Will there be an intermission? _____ How long will the intermission be? _____

How long is the show/event? _____

Any other timing issues? _____

PRIVACY:

The Theatre Centre complies with applicable federal and provincial legislation respecting the ticket purchaser's right to privacy. We will not sell, trade, share or disseminate a ticket purchaser's personal information except with the purchaser's explicit consent, and for purposes that have been fully disclosed. The Theatre Centre Box Office asks ticket buyers for personal information in order to inform of the cancellation or scheduling changes of an event. The promoter/organization agrees that the Theatre Centre is its agent for the sole and limited purpose of selling tickets to the promoter's/organization's event. As such, and with the explicit consent of the ticket purchaser, the Theatre Centre and the promoter may use the purchaser's private to inform the purchaser of future events and opportunities. The promoter/organization agrees to limit the use any information thus received from the Theatre Centre to that purpose only, and to indemnify and save the Theatre Centre harmless from all damages and costs arising from the promoter's/organization's misuse of private information provided to it by the Theatre Centre.

All purchasers of tickets at the Theatre Centre Box Office will be asked the following question: Would you like to receive information from the Theatre and the promoter of upcoming events and opportunities? Yes/No Thank You.

A Promoter/Organization may request its patron-consented information upon written request to the Media Coordinator (Media@saultctc.ca). The information will be provided within three days of receiving the request. One request is permitted per event. For best analytical purposes it is recommended that the request be made after completion of the event.

PUBLICITY:

The Promoter/Organization agrees that the Theatre Centre may publish basic information about the event on the Theatre

Centre’s website and social media platforms as it sees fit both as to content and frequency.

☒ The Promoter/Organization will provide the Theatre Centre with material for publication on the Theatre Centre’s website and social media platforms. Such material shall be according to the guidelines and requirements stated in Appendix A to this Agreement and shall conform to prevailing Canadian copyright laws and any other applicable legal requirements and regulations. The Promoter/Organization agrees to save the Theatre Centre harmless from any and all damages, penalties and costs arising from any breach of such copyright, other legal or regulatory requirements. The publicity material must be provided to the Theatre Centre in compliance with the guidelines and requirements in Appendix A at least 3 business days before it will be published on the Theatre Centre’s Website and social media platforms.

Personal cheques will NOT be accepted for an event except with the specific agreement with the Promoter/Organization, which shall be responsible for payment of the amount of the cheque plus associated fees in the event the cheque is not honoured upon presentation.

The Promoter/Organization acknowledges that the SCTC and the Box Office have no responsibility or liability for the collection of TAXES upon tickets sold at the Box Office and it indemnifies the SCTC and Box Office in respect thereof and holds them harmless from any responsibility or liability in that regard.

The Promoter/Organization also acknowledges that the SCTC and the Box Office have no responsibility or liability for SOCAN fees and it indemnifies the SCTC and Box Office in respect thereof and holds them harmless from any responsibility or liability in that regard.

The Promoter/Organization agrees that in its publicity it will indicate that the in-person purchase of tickets for its event from the Box Office will be at the “Community Theatre Box Office”. The Promoter/Organization may also provide details of the Box Office’s municipal address, location in the Station Mall, telephone number and online coordinates.

NOTE: The entering of the event into the TixHub ticket selling system may take up to 3 business days from the time the relevant information is provided to the Box Office in writing. Any changes made during the selling of tickets for this event must be made in writing, agreed to, and signed off by both parties.

Reconciliation Cheque payable to:

Agreed to and signed by:

SIGNATURES:

Authorized Representative of Promoter/Organization: _____

Box Office Manager: _____

Date: _____

GUIDELINE FOR PUBLICATION ON SCTC WEBSITE AND SOCIAL MEDIA:

The Sault Community Theatre is pleased to publicize your event according on our Website and Social Media platforms. To do this, we require you to provide your material in publishable form in accordance with the following guidelines:

Delivery: Your materials should be delivered to media@saultctc.ca by email, Dropbox, or Google drive.

Timing: Your materials must be delivered at least 7 business days in advance of your intended date of publication, although the Theatre Centre will make every effort to publish it sooner if possible.

Website Calendar and Banners: Banners will be rotated on our home page during the month of performance and will otherwise be sited from the time of posting at other locations on the website, including the ticket selling platform. Your material may include a feature image that defines your event and a written title and description of the event. Note the image standards guideline below.

Online Ticket Site: Tickets are sold on our self-standing TixHub site that is linked to the Website. Your event may be advertised on the ticket selling site too, using the same materials submitted for the Website. Note, however, that image sizing is different as indicated in the image standards guideline below.

Social Media: Your material may be posted on our Facebook and Twitter pages. On Facebook we can also co-host your event if you create one on your native Facebook page, thereby increasing viewership. Because of bandwidth limitations, we will embed links to your videos or trailers located elsewhere, for example on YouTube or marketing channels. On Social Media, we will do at least 3 posts (when tickets go on sale and two reminders during the week before the event). Events taking place at the Theatre Centre will be given more exposure. You may create your own Twitter text (consisting of no more than 140 characters) or leave it to us. Again, note the sizing requirements in the image standards guideline below.

Copyright: It is your responsibility to assure that images and text included in your materials comply with copyright laws. By agreeing to publicize your event on the Theatre Centre's Website, Ticket Selling Site and Social Media, you represent compliance and agree to save the Theatre Centre harmless from all damages, costs and penalties of any kind arising from a failure to comply with copyright laws. Images, text, trailers and videos are often available from authorized agents and publishers. The Theatre Centre takes no responsibility for the content of the material presented to it or its marketing. We reserve the right to withhold publication of materials we consider, in our sole discretion, to be in breach of the law.

Contact: Questions or concerns should be directed to media@saultctc.ca.

Sault CTC

Advertising Image Standards

Ratio 1:1
1000 x 1000 px
minimum

Profile Pictures

- Facebook
- Twitter
- Instagram
- Website Bios

Posts

- Facebook
- Instagram
- Twitter
- Event Ads

Ratio 3:2
1200 x 800 px
Minimum

Paper Media

- Cards
- Posters
- Invitations
- Business Cards

Digital Media

- Event Ad
- *Tixhub Ad
- Tixhub Sidebar

* is the minimum requirement for all events hosted by The Sault Community Theatre Centre

Ratio 3:1
1500 x 500 px
Minimum

Banners

- TixHub
- Twitter
- Website
- Facebook

Appendix C

REQUEST TO SERVE ALCOHOL AT THE THEATRE CENTRE
To be given to the Technical Director sixty days (30) before the event.

Name of Group or Promoter

Contact Person

Mailing Address

Email Address

Telephone (Home) (Work) (Cell)

Request to Serve Alcohol:

Date:

Location in Theatre Centre and Time(s):

Nature or Purpose of Proposed Use:

Identity of Servers Proposed (with copies of Smart Serve Certificates for each):

Third Party Commercial Provider (name of provider, name of person in authority, telephone numbers, copy of license):

Copy of Completed Special Occasion Permit:

Name of Promoter's or Organization's Supervisor in Authority at Occasion:

Telephone Numbers, Addresses, Fax Addresses of Supervisor:

Name of Insurance Company:

Policy Number:

Copy of Certificate of Insurance Is Attached: (acknowledgement to be initialled here by authorized representative of User or Promoter:

Insurance Company/Agent's Telephone Number:

Details of any other school event on the proposed dates of use:

Names of supervisors where another school event will take place on the proposed dates of use:

BELOW FOR OFFICE USE

Special Occasion Permit Application Attached: Yes - No

User/Promoter Certificate of Insurance Attached: Yes / No

Clean-up being done when?

Clean-up being done by whom?

Clean-up details confirmed? Yes / No

Board of Education notified:

Yes / No Date:

Appendix D - Reconciliation Statements

**SAULT STE MARIE COMMUNITY THEATRE CENTRE
ACCOUNTING RECONCILIATION REPORT**

| | |
|---------------------------|---|
| SHOW: | |
| LOCATION: | |
| PROMOTER: | |
| DATE: | |
| NO. OF ADMISSIONS: | 0 |

| | |
|----------------------|---------------|
| Revenue | |
| Ticket Sales | \$0.00 |
| HST | \$0.00 |
| TOTAL Revenue | \$0.00 |

| | | ATTENDANCE | | | COSTS |
|--|-------|------------|--|---|-------------|
| Box office Ticket Charge | 4.00 | 0 | | | 0.00 |
| On-Line Sales Charge | 2.50 | 0 | | | 0.00 |
| Box office Ticket Charge For Comps | 4.00 | 0 | | | 0.00 |
| ADSB Surcharge | 0.35 | 0 | | | 0.00 |
| Theatre Surcharge | 1.90 | 0 | | | 0.00 |
| Capital Reserve Fund Surcharge | 0.75 | 0 | | | 0.00 |
| Credit Card Charges | 3.50% | 0.00 | | | 0.00 |
| <u>MISCELLANEOUS ADJUSTMENTS:</u> | | | | | |
| Technician Fees | | | | ▼ | 0.00 |
| Piano Rental and Tuning | | | | ▼ | 0.00 |
| Poster Distribution | | | | ▼ | 0.00 |
| ADSB Care staff charges | | | | ▼ | 0.00 |
| Miscellaneous Production Costs | | | | ▼ | 0.00 |
| Advances | | | | ▼ | 0.00 |
| TOTAL EXPENSES WITHHELD BY BOX OFFICE | | | | | 0.00 |

| | |
|-----------------------|---------------|
| NET SETTLEMENT | \$0.00 |
|-----------------------|---------------|

The above statement is a true statement of the accounting of the receipts as of this date and promoter acknowledges receipt of above funds.

Signed :

The above statement is a true statement of the accounting of the receipts as of this date and promoter acknowledges receipts of above funds.

Prepared and submitted by _____.

Signed : Theatre Centre

Signed: Promoter

Appendix E

PYROTECHNICS EVENT APPROVAL FORM

Purchaser

Company:

Printed Name of Applicant:

Mailing Address:

Telephone and Fax Numbers:

Signature:

Date:

Sponsoring Organization (if applicable):

Address:

Location(s) of Event:

Date(s):

Technician Card Number:

Class:

Expiry Date:

If a technician has not yet been determined, you may submit the application without completing the last two entries. In such cases, however, you must supply to the AHJ, in writing, the required information on the technician *not later than 48 hours* before the event.

Permission of Local Authority Having Jurisdiction (Fire Chief)

Printed Name:

Title:

Organization:

Address:

Telephone and Fax Numbers:

Pyro Plan or Letter of Intent submitted:

Yes

No

Signature:

Date:

APPENDIX F - FLOOR PLAN



