



9201 Corbould Street, Chilliwack

Renters' USER GUIDE

for the



ROTARY HALL

STUDIO THEATRE

Rotary Hall Studio Theatre

This guide provides detailed information to help us better serve and meet your needs.

We encourage you to review this guide to familiarize yourself with the Rotary Hall Studio Theatre, our rental policies, and what is required to ensure we meet your production needs.

If you have any questions our staff are here to help and assist, please do not hesitate to contact us at any time.

WHILE EVERY EFFORT HAS BEEN MADE TO ENSURE THE ACCURACY OF THIS DOCUMENT, IT IS A GUIDE ONLY AND DOES NOT REPLACE THE LICENSE AGREEMENT, IT'S RIDERS, OR SCHEDULE "B" REGULATIONS GOVERNING THE USE OF THE CHILLIWACK CULTURAL CENTRE.

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SECTION 1

• COMMUNICATION

We are eager to help you meet and exceed your production goals. As partners in your production we can provide support and help make you aware of what the Chilliwack Cultural Centre has to offer and how to make the most of it. In order to do this, we need you to provide as much detail as possible.

The best way to tell us what you need is face-to-face or, failing that, over the telephone, or email. It is our experience that most of the user's questions and concerns can be addressed with a conversation between our Rentals Manager and you. In addition, the more we know about your show and its particular needs, the better able we will be to give you an accurate cost estimate.

These conversations are most productive when the person who speaks to us is the person who is responsible for the technical needs of the user group.

STREAMLINING COMMUNICATION

We recommend that you appoint ONE person to be your technical contact! This person will be responsible for, among other things, signing the work order each day you are in the facility, so your technical contact will have a significant effect on the successful scheduling of your time with us.

The Chilliwack Cultural Centre's Operations Manager and Technical Director must ensure the safety of the public and performers, and as such have the final say on what the minimal staff levels are for your event. These staffing levels will depend on the number of performers and the amount (and type) of scenery and properties on stage and in the wings, in addition to the amount of theatrical equipment that you use.

COMMUNICATION TIMELINE

It is important that you contact the Technical Director no later than two weeks prior to your first day in the Cultural Centre in order to confirm your technical needs.

It is also a good idea to get in touch with the Box Office Manager as early as possible (*six weeks before your event is the optimum time frame for your first consultation*) to arrange for the ticketing of your event. It is also important to contact the Marketing Manager a minimum of 6 weeks before your event in order to promote your event on the Chilliwack Cultural Centre website, as well as through e-mails, newsletters, radio, and other sources.

IT IS NEVER TOO EARLY TO CONTACT US

TO DISCUSS YOUR REQUIREMENTS.

(See the back cover of this manual for contact names and numbers.)

SECTION 2

• BOOKING PROCEDURES

SECURING YOUR BOOKING

A non-refundable cancellation deposit is required in order to secure your date; this must be paid at the time of a challenge or at the point of contracting. Access to the building will not be granted if your deposit is not paid by your event date.

This deposit will be credited to your final invoice. The balance owing and any additional charges (i.e. overtime hours, equipment rental) detailed on your final invoice will be settled not less than five working days following your event.

EVENT INSURANCE

A certificate of insurance is required for your event with coverage of two million dollars - with the City of Chilliwack and the Chilliwack Arts & Cultural Centre Society listed as additional insureds.

This certificate of insurance must be delivered to the Rentals Manager prior to your event or your event will be cancelled.

THE FORMAL RENTAL CONTRACT

More details are available to you in the formal rental contract. We look forward to working with you to make your event a success. If you have further

questions about your rental contract, please do not hesitate to contact our Rentals Manager.

PAPERWORK FOR BILLING

It is imperative that your technical contact sign the work order estimate as soon as you enter the building on your first day, before work can begin. This work order becomes part of your bill and lists any additional crew, services, or equipment required by your group.

Your technical contact must also be available at the conclusion of your event to endorse the finalized work order. Please keep in mind that the initial work order is an estimate only and is based on the information the Technical Director receives from you prior to your event.

The more information we have before you enter the building, the more accurate this initial work order will be, and the more we can assist you in keeping your costs down. If you have questions about your bill, please call The Centre's Rentals Manager.

WHEN DOES MY RENTAL BEGIN AND END?

Your rental commences when our technician begins the work to prepare for your show, and ends when the theatre has been restored to its pre-show condition and our technicians have left the building.

CAN WE COME IN EARLY TO DROP OFF SOME THINGS?

Because of The Centre's heavy booking schedule, it is not possible to get into The Centre, or to store equipment or props at The Centre prior to your event. Also, nothing may be stored after your event has finished unless you make special arrangements with the Technical Director.

WE'RE HERE TO HELP

We cannot stress enough the value of communication. Even if you don't know exactly what you need in the way of lights or sound and such, tell us what you want to see happen for your event. That way, we can relate your needs to our facility, to do our best to give you exactly what you are looking for.

Fulsome communication helps ensure we are able to effectively work to ensure we assist you in the realization of your production goals and needs.

SECTION 3

• ABOUT THE CHILLIWACK CULTURAL CENTRE

The Chilliwack Cultural Centre houses two performance venues as well as an art gallery, meeting rooms, lobby and public spaces, art and craft rooms, administration offices, box office, and the Chilliwack Academy of Music.

The HUB International Theatre is a 575 seat proscenium arch theatre. The Rotary Hall Studio theatre is a flexible “black box” space with riser seating for 160 persons or flexible seating for up to 140 persons. These spaces are supported with backstage amenities including dressing rooms, green room, and loading dock.

WHERE IS THE CHILLIWACK CULTURAL CENTRE?

The Centre is located at 9201 Corbould Street in Chilliwack on the North side of the Trans-Canada Highway. We are located close to the Chilliwack General Hospital, the Chilliwack Coliseum, the Chilliwack Curling Club, Evergreen Hall, the Landing Sports Centre, and the Chilliwack Landing Leisure Centre

HOW DO WE GET INTO THE BUILDING?

Your group should enter through the door marked "Stage Door" at the Southeast corner of the building. Equipment, scenery, etc. should be loaded into the building through the loading dock, which the Technical Director will direct you to.

SECTION 4

• ABOUT THE ROTARY HALL STUDIO THEATRE

*(More extensive technical specifications are available –
Just ask our Technical Director)*

Rotary Studio is a 49' x 65' flexible “black box” performance space, and is suitable for recitals, dance or theatrical presentations, rehearsals, receptions, gala openings, art exhibits, meetings and corporate presentations, public forums, and lectures.

There are rental options available for you to be able to work in the Rotary Hall Studio Theatre without your Staff Technician. This can be used to give the Staff Technician a meal break, to do pre-show prop set up, to work on set or event décor, among other things. This can also help you to avoid overtime charges. As there would be no staff person in the space you would not be able to access the booth or catwalks, use any of the sound or lighting equipment, use any power tools or ladders. This time would also have to be scheduled during the Chilliwack Cultural Centre’s regular building hours, so that we can ensure appropriate staff coverage in the event of an emergency. Please discuss your plans in advance with the Technical Director to ensure that they fit with the policy.

CANADIAN TIRE LOBBY

The Canadian Tire Lobby is the main thoroughfare for the Chilliwack Cultural Centre's theatres, studios, and offices. In the lobby you will find the Centre Box Office, the O'Connor Group Art Gallery, The Center Bar & Concession as well as audience access to the HUB International Theatre and Rotary Hall Studio Theatre. The space has a Grand Piano available for rental, 34 lighting circuits, 9 network outlets, 4 isolated ground power outlets, 19 regular standard power outlets, and 6 standard floor power pockets.

DRESSING ROOMS

The HUB International Theatre and the Rotary Hall Studio Theatre share seven dressing rooms: dressing rooms "A" and "B" with stations for 16 persons, dressing rooms "C" and "D" with stations for 6 persons, dressing rooms "E" and "G" with stations for 3 persons, and dressing room "F" with stations for 5 persons. Dressing rooms "E", "F", and "G" have toilets, and dressing rooms "E" and "G" also have showers. There are additional separate washrooms for male and female cast members (with showers) and crew members. Users will be expected to bring their own towels, toiletries and irons, if required. All dressing room doors are lockable; however, renters are encouraged to have a plan to deal with securing their valuables as the Cultural Centre staff cannot be responsible for the safety of these items. The dressing rooms and

washrooms must be left clean and tidy when your event is over.

WHO CAN COME BACKSTAGE?

Only production staff, performers, stage and professional support and designated chaperones may be back stage. (Note: parents and relatives not actively involved in a production are not allowed backstage.)

Please ask your visitors to meet you in the lobby

GREEN ROOM

A Green Room (or performer's lounge) is provided for both your use and the use of the Centre staff. If you have coffee drinkers in your group, please ensure that you bring coffee, cream and sugar. A pour-over coffee maker, kettle, tea pot, dishes, glassware, and cutlery, are provided. The Green Room and the kitchen must be left clean and tidy at the end of your rental. The Green Room is not available as a staging area for catering, the Catering Prep Room is available for that use. The Green Room is a shared space between the two theatres.

KITCHENS

There are no kitchens available in the Chilliwack Cultural Centre; however, the green room has a full-size refrigerator, self-cleaning range, microwave oven, dishwasher, coffee maker, coffee cups, dishes, cutlery, drinking glasses, water/juice jugs, dishcloths, and tea towels. This space is not licensed

for food preparation, but can be used for reheating previously prepared items, and is only for the use of the performers and backstage support of your event.

A FEW WORDS ABOUT CATERING...

Many of our users require the services of a caterer for events in the lobby, the Studios, Rotary Hall Studio Theatre, or the Green Room. The Rentals Manager can provide a list of local caterers and advise on the most efficient setup of these rooms.

Catered events are welcome to use the Catering Prep Room, as well as all of the equipment in that space, at no additional charge. If your event uses The Centre's china tea set, you will need to hand wash it.

The Chilliwack Cultural Centre is licensed and retains the right to the serving of all alcoholic beverages on the premises. Arrangements for the provision of this service must be made through the Rentals Manager.

SHARED SPACES

The backstage areas, dressing room hallway, washrooms, Green Room, Catering Prep Room, and Canadian Tire Lobby are all shared spaces between the two theatres, if you have any concerns regarding another rental group go to your Technical Director with the issue so that our staff can resolve any concern.

CHAIRS, TABLES AND LINENS

The Centre has a supply of tables, chairs and linens that are yours to use at no additional charge, although there may be a dry cleaning fee if the linens are stained. Please speak to our Rentals Manager for more details.

PIANOS

The Chilliwack Cultural Centre has a Yamaha 9-foot concert grand piano stored on the premises and available for rent for use in the theatres. Consult with the Rentals Manager with regard to the rental rate. Please note that the pianos may not be moved from the main stage level, meaning that they may not go onto risers or into the orchestra pit. The pianos may only be used by qualified pianists, and only for musical performances. Should a piano need to be tuned, please consult with the Technical Director to arrange for our tuner to be brought in. The fee for tuning the piano will be passed on to you. There is also a 7' grand piano available for rent in the lobby. Additional pianos may be available through the Chilliwack Academy of Music.

FM BAND HEARING ASSISTANCE SYSTEM

Both performance spaces are equipped with an FM Band Hearing Assistance System. This system allows members of the audience who are hard of hearing to receive amplified direct sound. Use of one of these personal receivers is available at no cost at The Centre Bar & Concession.

SECTION 5

• ROTARY HALL STUDIO THEATRE TECHNICAL SPECIFICATIONS

THE ROTARY HALL STUDIO THEATRE CATWALKS

The Rotary Hall Studio Theatre has a catwalk system on three of the four theatre walls. You may use this space for the staging of your show provided you follow the rules that have been laid out below. There are no exceptions to these rules as we have to ensure the safety of your team and ours.

- In order to use the catwalks renters are required to have a safety and fire exit session with the Staff Technician. The performers and crew who will be on the catwalk must be a part of this session, and this session is part of the rental time.
- The catwalk is also a fire exit, so the space must be kept clear. This means no set pieces, music stands, chairs, etc. Scenic elements may be hung outside of the rails, but may not be set up on the floor of the catwalk.
- Only groups who have rented the Rotary Hall Studio Theatre for more than one day may exercise this option. As the safety session will take a bit of time we want to ensure that it does not negatively affect the event.
- There may only be a maximum of six (6) performers on the catwalks at any given

time. Choirs, choruses, or bands will be allowed.

- Entrances and exits will have to go through the control booth. The fire exit ladder may not be used for this purpose.

If you have any questions or concerns about this, please speak to the Technical Director.

CLEARCOM SYSTEM

Our ClearCom headset system provides communication between technician's positions such as stage management, sound, lights, flies, backstage, follow spots, and front-of-house.

THE COMPANY SWITCH

If you require 3-phase supply for your equipment, the Technical Director must arrange the connection and reserves the right to refuse connection of unsafe equipment. A fee may be charged. The available connections are as follows:

1 - 400 amp, 3 phase, 4 wire, 120/208V located Upstage Right in the HUB International Theatre

1 - 200 amp, 3 phase, 4 wire, 120/208V located Upstage Right in the HUB International Theatre

1 - 400 amp, 3 phase, 4 wire, 120/208V located in the loading bay (for use in the Rotary Hall Studio Theatre)

THE LIGHTING SYSTEM

Our TD can provide you with a detailed inventory of lighting equipment and grid layout, but here is a quick overview of the equipment we can offer you:

- Studio Lighting Board - Electronic Theatre Control Ion console
- House light control is ETC Paradigm or the ETC Ion console
- 32 Lighting Instruments in the Rotary Hall Studio Theatre (16 Twist-lock-single pole, 20 amp and 16 u-ground)
- The Cultural Centre stocks a variety of Roscolux colour media gels and a selection of gobos. They are available in our general stock for your use at no additional charge.

SCISSOR LIFT

The Chilliwack Cultural Centre has a 26ft Genie Scissor Lift, and the use of it is included in your rental. Every person in the lift **MUST** be a certified lift operator. We strongly suggest that you book use of the lift in advance as it is shared across several spaces.

SOUND

The Chilliwack Cultural Centre is equipped with relatively complete sound systems in each of the two performance spaces. However, if your show or event is very sound heavy, you may find that you will be required to rent additional equipment. Ask our

Technical Director about local audio rental companies.

The Rotary Studio's reinforced sound system consists of an Allen and Heath control board, self-powered Meyer speakers, and various inputs such as laptops, microphones, cassette, CD recorder and CD player.

To fully optimize the possibilities of our sound system, we strongly suggest that you record your cues on a laptop or USB stick. Bringing your own cues programed on a laptop is the fastest option. Please note that our equipment is PC based, so if you have a Mac you will need to bring adaptors.

For a more detailed list of our equipment you can contact our Technical Director, consult the equipment list in your contract package or look on our website at www.chilliwackculturalcentre.ca.

IMPORTANT: If you have an alarm (fire, security, police, etc.) sound effect in your show, be sure to let us know about it in advance. If our Guest Services Team hears an alarm they are not expecting they will start to evacuate the audience!

SECTION 6

• THE CENTRE BOX OFFICE

The Centre Box Office, Chilliwack's home grown ticket solution, serves the Chilliwack Cultural Centre. Tickets for any event that is booked in the

Chilliwack Cultural Centre must be sold through the Centre Box Office. The Centre Box Office is a customer-focused ticket agent, with the goal of making it as easy as possible for patrons to get the tickets they want - for the performance they want - at a time that is convenient for them.

Centre Box Office is located just inside the front door of the Chilliwack Cultural Centre, (located at 9201 Corbould Street) at The Landing.

Regular business hours are 9:30 am to 9:00 pm, Monday to Friday, and 9:30 to 5pm Saturday and Sunday. Please contact the Box Office Manager for pricing details and tips on the best way to set up the ticketing for your event(s).

WHAT THE CENTRE BOX OFFICE PROVIDES FOR YOUR EVENT

Complete ticketing services for your event, including 'at door' sales on the date of your event

The Centre Box Office staff can assist you in working out your base ticket price, your complimentary ticket policy, your refund/exchange policy, and your own seating hold requirements.

A complete financial accounting, settlement and cheque will be issued to you by no later than 5pm on the business day following your performance

Weekly ticket sales updates

Patron Database (i.e.: when Ms. Jones calls for tickets, our database will remind us that she requires a wheelchair seat)

Customer Focused Sales, striving for a stress-free experience for your audience

Poster distribution on your behalf. Please contact our Marketing Manager for rates and to make arrangements.

SETTING UP THE TICKETING FOR YOUR EVENT

It is wise to contact the Centre Box Office management at least six weeks prior to the date of your event to discuss what your ticketing requirements will be. Some issues to think about are:

What date you would like your tickets to go on sale

What your ticket price will be, inclusive of GST, and fees, as BC legislation requires that the advertised price be inclusive of all fees.

Exactly what you want your ticket to say

What your ticketing requirements are, i.e.: technical holds, promoter holds, sponsor comps, etc.

Exchange and refund policy (if any) for your event

Reserved or General Admission seating

Babes in Arms/Attendant Policy

Providing us with posters for the Box Office as well as brochures, photos and other promotional material so we can promote your event on our website (www.chilliwackculturalcentre.ca). We can also include a link to your own website, if you have one

MARKETING DISPLAY

You are welcome to set up a small display in the Canadian Tire Lobby in advance of your show, and a larger display in the lobby during the run of your show. We do require that the display be easily portable so that it can be moved and shifted for daytime events.

We have a large five panel display board for your use. You may use our large carpeted poster wall for a display provided that none of the posters are removed from the wall. We will provide you with the Velcro tabs you would need. There is absolutely no tape allowed on the walls.

Due to our fire alarm system, helium balloons are not allowed in the lobby. Please contact the Rentals

Manager for more information and for approval of your display.

SECTION 7

• THE STAFF OF THE CHILLIWACK CULTURAL CENTRE

THE OPERATIONS MANAGER

The Operations Manager is the person responsible to ensure that the policies set in place by the Chilliwack Cultural Centre's Executive Director and Board of Directors are adhered to, and make sure all contractual obligations are fulfilled. The Technical Director, Rentals Manager, Box Office Manager and/or Guest Services Manager may act as the Operations Manager's designate.

THE RENTALS MANAGER

The Rentals Manager is the person you contact regarding the Centre's availability, booking, contracts and the associated fees. They are also your contact for Front of House, Liquor permits, SOCAN, staffing, and merchandising.

THE TECHNICAL DIRECTOR

The Technical Director is the person who is responsible to assist with your event's technical requirements. The Technical Director will hire and schedule any additional paid crew, and will be responsible for ensuring that the Cultural Centre's

performance spaces run in a safe and smooth manner. They are your liaison and your best resource while in the Centre. Should a problem or concern arise, approach your Technical Director. If they do not have an answer or solution, they will probably know who does. The Technical Director will contact you one or two weeks prior to your event, be prepared to discuss your technical requirements.

THE TECHNICAL STAFF

The Cultural Centre's technical staff are a group of full and part time theatre technicians. They are trained in the specific operation of the Centre's equipment, and have the skills needed to smoothly run your show. The crew may consist of (but is not limited to) lighting electricians, hang and focus crews, lighting board operators, follow-spot operators, riggers, flypersons, sound operators, stage managers and deck crew.

THE GUEST SERVICES TEAM LEADER

The Guest Services Team Leader is responsible for co-coordinating the audience for your production and ensuring their safety. They will also organize distribution of any programs provided by your group, and collection of tickets. Lobby displays, receptions, and merchandising, must be approved by the Rentals Manager prior to your event.

GUEST SERVICES VOLUNTEERS (also known as Ushers)

Guest Services Volunteers are required when the public is admitted to any of the Cultural Centre's performance spaces. For this purpose, "public" is defined as a number of persons not directly involved with the presentation of your event, whether or not they have paid an admittance fee of any kind. Admission of non-production people to rehearsals must be cleared with the Rentals Manager.

CLIENT SERVICES

Your rental includes the services of: (based on a full day rental)

- The Technical Director for 8 hours (Note: a total of 60 mins of break time, as per BC Labour Law, is required. Please plan with this in mind when scheduling your day factoring in a total of 7 working hours).
- A Guest Services (Front of House) Manager for 4 hours, starting one hour before the show
- Guest Services Volunteers (Ushers) for 4 hours, starting one hour before the show

OVERTIME CHARGES – TECHNICAL TEAM

The Technical Director assigned to the rental (and their crew, if any) must have a total of one hour for

breaks - either two 15-minute coffee breaks and a half-hour meal break, or one, 1-hour meal break

Overtime charges apply after an 8-hour booking schedule. Please note that labour standards require that technical staff within that 8-hour period are legally entitled to a total of 1-hour work break

Full details on working hours for our technical team can be found in Clause 3 and in Schedule A in your formal rental contract.

(Note: when planning your event if your booking only has one Cultural Centre staff technician you will not have access to the stage and should plan your booking with this break period in mind)

OVERTIME CHARGES – GUEST SERVICES

Guest Services staff - Guest Services Team Leaders, Ushers, Ticket Takers and Concession staff are scheduled to work a 4 hour shift for your event; this includes set-up before your event and clean-up afterward.

If you require Guest Services staff beyond a 4-hour call, additional charges may apply.

For example: If you have two performances in one day, (for example, a matinee and an evening performance) an additional 4-hour guest service call will be required.

SECURITY

The Chilliwack Cultural Centre reserves the right to require security personnel for your event, though the majority of events do not require security.

SECTION 8

• RULES AND REGULATIONS

THE FIRE MARSHAL

The Chilliwack Fire Inspectors are some of the most reasonable people we know; consequently, we try to keep them happy. This means that we must enforce the fire regulations of the city and the province on their behalf.

WE WILL NOT PERMIT, UNDER ANY CIRCUMSTANCES, ANYTHING WHICH IS IN VIOLATION OF THESE REGULATIONS.

Sometimes you can get special permission to put small items in the fire lanes, but this means that you must give the Fire Inspector a drawing of exactly what you intend to do at least two weeks before your event. They then determine if there is any chance of approval, and if your plans are acceptable, they will start the process of applying for approval. Approval or denial can take up to a week.

If you bring patrons up on stage, we ask that you bring no more than ten (10) patrons up at a time, and second, have a person backstage who is

specifically responsible for these people should the fire alarm go off and we need to evacuate. This person will need to lead them out of the building and to the Audiences' Marshalling Area. You can discuss the specifics of this with our Technical Director.

If your show requires that you do something that does not fit with in these rules, please contact the Rentals Manager to discuss it further.

LIQUOR

For the enjoyment of our patrons the Chilliwack Cultural Centre maintains a Liquor Primary Liquor Licence through the British Columbia Liquor and Cannabis Regulation Branch. This means that we have some very specific rules to follow, but those rules are a little different for each theatre space. Our licence covers the Canadian Tire Lobby, O'Connor Group Art Gallery, Rotary Hall Studio Theatre, and the house of the HUB International Theatre.

FOOD & DRINK IN THE THEATRE

Patrons and performers may both enjoy alcoholic beverages from The Centre's concession and bar in the audience and on the stage of the Rotary Hall Studio Theatre. Only drinks purchased through The Centre's concession and bar may be brought into the theatre. Alcoholic beverages from the concession and bar cannot be brought to the backstage area, including the Green Room and

dressing rooms, as these areas are outside of our licenced space.

SMOKING

The Cultural Centre is an entirely non-smoking building. Performers may smoke, (with written permission from the Fire Inspector) onstage ONLY as part of the action of the performance. All smoking materials must be extinguished into a bucket of damp sand immediately upon leaving the performance area. Smoking is strictly prohibited in the booth. These rules include e-cigs and cannabis.

SPFX (SPECIAL EFFECTS)

Some of our favorite things in theatre are also the things that make us the most nervous. Most of these things fall under the heading of Special Effects. While we like things that poof, sparkle, blows up, or fly as much as the next person, we will not allow the safety of a performer or patron to be jeopardized by an unsafe special effect! All too often, badly planned or poorly built special effects are not only ineffective, but deadly.

If your show involves pyrotechnics of any kind, you must obtain a permit from the Fire Inspector (604-793-2731). These items may include, but are not limited to; Blank firing firearms - (the person on your crew designated to operate the firearm must have firearms training, a Firearms Possessions & Acquisition Certificate and firearms license) flame of any kind (including candles and lighting cigarettes),

flash pots, strobe lights, unsafe scenery etc. These approvals and permits take time to acquire – so make sure that we are the first to know about anything out of the ordinary that needs to happen in your show.

If you have a firearm of any kind in your show, please discuss this with our Technical Director well in advance of the show. Even if it is a replica or a starters pistol, we need to know about it. We are obligated to ensure that all laws and regulations are being following with regards to any type of firearm.

Please note that according to Canadian Law someone from your team MUST have their Personal Acquisition License (PAL) if you have a gun, or the representation of a gun, in your show. This person needs to be on hand at any time the gun is in play.

SOCAN & RE:SOUND

You should be aware that your event may be subject to SOCAN and Re:Sound Tariffs. Under the license agreement, you will be responsible for the both reporting your event and any costs levied against it. To find out more about SOCAN or Re:Sound in greater detail, please check out their joint website at www.entandemlicensing.com.

MERCHANDISE

Any merchandise (CD's, shirts, posters, videos, etc.) sold in or adjacent to the Cultural Centre's performance spaces is subject to a 15% commission

fee that will be collected by the Guest Services Manager on the night of the show.

RAFFLES & SILENT AUCTIONS

Please talk to the Rentals Manager in advance if you plan to have a raffle, auction, draw, or donation jar at your event. The Chilliwack Cultural Centre will not take a merchandise commission on any of these fundraisers. You will be required to display your Gaming Licence if applicable. It is your responsibility to ensure that you have the appropriate raffle or auction licence, and please note that it is illegal to raffle off alcohol or cannabis. If you plan to have alcohol in a silent auction, please discuss this with the Rentals Manager so that we can ensure it fits with in our Liquor Licence.

KEEPING IT NEAT

Food and beverages are not allowed onstage. Onstage, food and beverages present all kinds of hazards from spillage into or over electrical equipment, to making the stage floor dangerous, to ruining the set decoration pieces. Exceptions can be made for food onstage when it is part of the performance, but it must be restricted to the performance area and props table. Food and beverages are not allowed in the control rooms, and the consumption of alcohol is prohibited in all areas of the Cultural Centre except those which are licensed to sell alcohol.

IN CLOSING

If you have any questions, no matter how minor/insignificant you may think they are – PLEASE ASK! There are no small questions – we are here to assist you. Send us copies of your plans, layouts, plots...these are very helpful in determining your technical and set requirements

As we said previously; We have never been given too much information. Our contact names, numbers and addresses are on the back cover of this manual.



9201 Corbould Street, Chilliwack, BC V2P 4A6

e: info@chilliwackculturalcentre.ca

p: 604-392-8000

w: www.chilliwackculturalcentre.ca

Staff Contacts:

Executive Director: Jean-Louis Bleau

Operations Manager: Theresia Reid

Rentals Manager: Emily Hamel

Technical Director: Chris Reid

Marketing Manager: Ann Goudswaard



Box Office Manager: Jessica Rae

Box Office Direct Line: 604-391-SHOW (7469)

Box Office Email:

boxoffice@chilliwackculturalcentre.ca

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Chilliwack Cultural Centre V4

Thank you to Sagebrush Theatre, Kamloops &
Vernon & District Performing Arts Centre