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## Introduction and Policies

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Located in the heart of downtown Guelph, River Run Centre (RRC) is a state-of-the-art performing arts facility that features three multi-purpose spaces:

### Main Stage

- 785 seats theatre style
- Multi-functional concert/theatre hall
- Outstanding acoustics and warm ambiance

### Co-operators Hall

- 225 seats theatre style
- Multi-purpose, flexible space with retractable seating for flat floor option
- Ideal for intimate theatre productions, recitals, meetings and workshops

### Canada Company Hall

- Serves as the lobby for public performances in either theatre
- Features a panoramic view of the Speed River and John Galt Park
- Subject to availability, the lobby may also serve as a beautiful space for receptions and a variety of other events.

## Services

Committed to excellence in the performing arts and outstanding customer service, River Run Centre employs a full complement of professional staff with specialties in managing box office, front of house and technical services. Rental clients also benefit from River Run's volunteer program which provides a range of audience services by trained volunteers.

## Contact Information

Rena Hooey, Supervisor of Ticketing and Event Services  
519-837-5662 ext 2804 · rena.hooey@riverrun.ca  
35 Woolwich Street, Guelph, Ontario N1H 3V1  
www.riverrun.ca

This document is available in alternate formats upon request.

## Ticketing Policy

All tickets sold for events at River Run Centre are printed and sold exclusively by the River Run Centre Box Office. Box Office services fees are charged to the client. Final advertised ticket price must include Box Office services fees and Capital Reserve Fund. Additional handling fees may be charged to the patron depending on their method of purchase.

## Staffing Policy

River Run Centre reserves the right to determine staffing needs based on:

- Event requirements
- Collective bargaining agreements\*
- Safety of all patrons, staff, volunteers and performers
- Protection and stewardship of the venue and equipment

For every event, it is required that all front of house, technical and box office positions are filled with RRC staff. Rental clients are required to pay for all staff and services scheduled for their event.

*\*River Run Centre adheres to the Collective Bargaining Agreements between the City of Guelph and CUPE Locals 973 and 241, and the City of Guelph and IATSE Local 357.*

## Venue Rental

River Run Centre will provide:

- Use of theatre for up to 12 hours (including set up, performance and strike)
- Comprehensive house lighting plot (not including moving lights)
- Use of existing sound system
- Use of dressing rooms
- Use of existing, available furniture
- Two on-site parking permits (per theatre) for the duration of the rental period

Rental Rates	Main Stage	Co-operators Hall	Canada Company Hall
<b>Ticketed Event</b>	\$1250.00 vs 12% of gross ticket sales (whichever is greater)	\$450.00 vs 12% of gross ticket sales (whichever is greater)	\$1700.00 vs 12% of gross ticket sales (whichever is greater)
<b>Non-ticketed Event</b>	\$1500.00	\$500.00	\$2000.00 if available for stand-alone event

- *In calculation of rent, 'gross ticket sales' is defined as gross sales less GST and CRF*
- *Overtime rental rates apply after 12 hours of use*
- *Discounted rates are available – upon proof of status – to Registered Charitable, Non-profit and Not-for-profit Organizations. Discount applies to base rental rate only.*

**Insurance:** Comprehensive General Liability Insurance is required in the amount of \$2 million per occurrence. If required, insurance can be purchased through the City of Guelph for \$100.00 per event. Proof of insurance is required.

## Technical Services

River Run Centre will provide:

- Preshow consultation with the Supervisor of Technical Services who will provide a technical estimate prior to your event
- Professionally trained technicians *NOTE: technicians must be present at all times when Main Stage is occupied by a client or artist, and at any time when the use of equipment is required in any space*
- A broad range of in-house equipment (rental charges apply) *NOTE: Please contact River Run Centre for equipment availability and current rates*
- If required, video teleconferencing, multi-track recording of live events, broadcast quality video shoots and video/audio editing services are available (additional charges apply for these services; must be arranged in advance)

See [riverrun.ca/bookings](http://riverrun.ca/bookings) for all technical specifications.

Technical Services	Regular Time	Overtime (1.5 times)	Overtime (2.0 times)
<b>Technical Staff</b>	\$36.50 per hour	\$54.75 per hour	\$73.00 per hour

- *Minimum 4 hour call for Technical Staff*
- *Overtime rate of 1.5 times applies on hours between 12:00 midnight and 8:00am; after 12 hours per day; after 40 hours per week; on the 6<sup>th</sup> day of work (on the same production); and on statutory holidays*
- *Overtime rate of 2.0 times applies on the 7<sup>th</sup> day of work (on the same production) and all days thereafter*



## Front of House Services

River Run Centre will provide:

- Pre-show consultation with the Supervisor of Front of House (FOH) Services
- A House Manager trained to oversee the safe and efficient flow of patrons in the facility, supervise FOH Staff and liaise with the backstage and box office staff
- FOH staff including floor supervisors, backstage reception, ushers, ticket takers and a host
- RRC bar staff to serve beverages and small snacks to your patrons before the show and during intermission
- Coat Check services (seasonal)
- Set up in lobby for merchandising stations, artist signing, meet-and-greet or registration
- Computerized floor plans, where applicable, to confirm event set up

Front of House	Main Stage	Co-operators Hall	Canada Company Hall
<b>Ticketed Event</b>	\$19.50 per hour House Manager plus \$250.00 FOH Staff	\$19.50 per hour House Manager plus \$150.00 FOH Staff	\$19.50 per hour House Manager plus \$150.00 FOH Staff
<b>Non-ticketed Event</b>	\$25.00 per hour House Manager plus \$250.00 FOH Staff	\$25.00 per hour House Manager plus \$150.00 FOH Staff	\$25.00 per hour House Manager plus \$150.00 FOH Staff

- *The House Manager is charged out from the start of set up until the last person leaves the building. Please note that the House Manager will be scheduled a minimum of 2 hours prior to patron arrival.*
- *FOH Staff rate is based on a single performance OR up to 6 consecutive hours*
- *For certain events in Co-operators Hall and Canada Company Hall, FOH staff may not be required (determination will be made by River Run Centre Management)*

## Merchandise

Merchandise may be sold to patrons in our lobby prior to each performance, during intermission and immediately after. A commission of 15% of gross receipts is payable to the Centre (20% if you require River Run Centre Staff to sell your merchandise.)

## Room Set Up

Use of existing furniture (subject to availability) is included in your rent. Set-up fees apply at the following rates (applicable per room but do not apply to theatre style events in Co-operators Hall and Main Stage):

**Set-up fee:** \$100.00

*A discount may apply for small-scale events.*

## Food Services

River Run Centre does not have onsite catering facilities. Please contact River Run Centre for complete policy information regarding catering and food services. If food is served, the following charges apply:

**Food service charge:** \$1.00 per person (no maximum)

*A discount may apply for small-scale events.*

## Receptions

*Please contact River Run Centre to confirm if space is available to accommodate a reception. Additional rental, set up, staff and/or food service fees may apply. Use of existing furniture (subject to availability) is included in your rent. Other items must be rented from an external rental company. These include but are not limited to linens, dishware, cutlery, décor.*



**River Run Centre**

## Box Office Services

River Run Centre will provide:

- A full-service Box Office utilizing TixHUB ticketing software
- Knowledgeable and trained ticket sellers
- Regular Box Office hours for in-person and phone sales
- Local and Toll Free phone numbers
- Online ticket sales available 24 hours per day, 7 days per week allowing patrons to select their favourite seats
- Accurate and up to date sales and financial reporting
- On show days one supervisor remains on duty until show time and one ticket seller remains until the end of the intermission
- Complimentary patron mailing list upon client request (for up to 3 years following event)

Box Office Services Fees	
<b>Box Office Services</b>	6.5% of gross sales (includes Credit Card and Debit Card recovery fees)
<b>Consignment tickets – out</b>	\$0.50 per ticket
<b>Consignment tickets – returned</b>	\$0.50 per ticket
<b>Complimentary tickets</b>	\$1.00 per ticket (first 20 per show are free of charge)

## Capital Reserve Fund

River Run Centre allocates \$1.50 of every ticket sold (over \$10) to its Capital Reserve Fund, which was established in 2003 for the purpose of building capital reserves to fund facility and equipment upgrades over the long term. This is a common stewardship and sustainability practice of performing arts venues. Past River Run enhancement projects funded by the CRF include expansion of the coat check service area, installation of permanent bars in the Canada Company Hall, and the purchase and installation of upgraded lighting, projection and sound equipment for both theatres.

	Tickets \$0.00 to \$10.00	Tickets over \$10.01
<b>Capital Reserve Fund</b>	\$0.00 per ticket	\$1.50 per ticket

## Marketing Services

River Run Centre will provide

- Complimentary website posting for all public, ticketed events on [riverrun.ca](http://riverrun.ca)
- Complimentary event listing on outdoor electronic marquee located in front of River Run Centre, viewable from Woolwich Street. Events are listed beginning approximately one month before the event date
- Complimentary listing on River Run's weekly e-Bulletin sent to subscribers when tickets go on sale and again the week before the event.
- Complimentary point of purchase advertising. Please provide flyers and 2 posters for display in our box office
- Opportunity to advertise (charges apply) your event in River Run Centre's Season Brochure. Brochures reach about 10,000 homes and businesses in early September



**River Run Centre**

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<b>Food Service Charge</b>	\$1.00 per person		
<b>Set-up Fee</b>	\$100.00 per room		

<b>Technical Services</b>	<b>Regular Time</b>	<b>Overtime (1.5 times)</b>	<b>Overtime (2.0 times)</b>
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