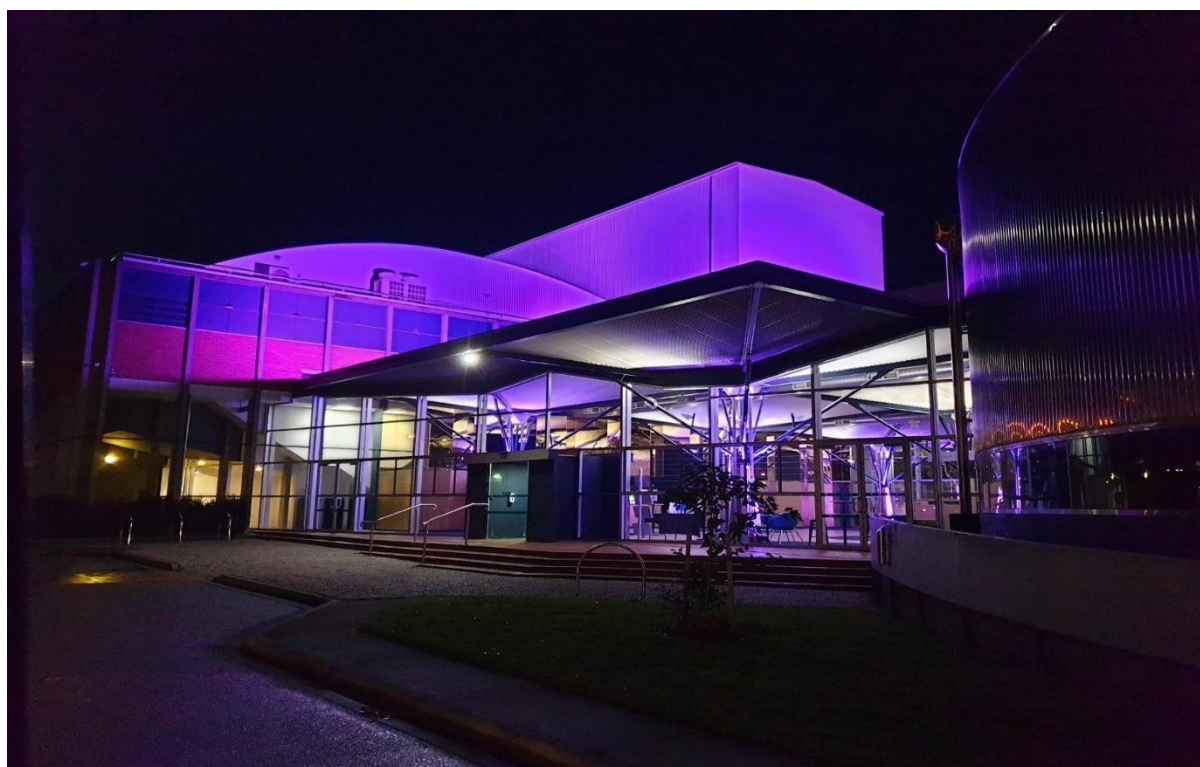


# Presenter Handbook – The Event Process for Darebin Arts Precincts venues:

Darebin Arts Centre  
Northcote Town Hall Arts Centre



So, you're ready to book your event with us and are unsure how the journey goes? Here's a guide to how the process works with Darebin Arts Precincts. On this page we will cover:

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## 1. What you will need to provide:

When you are preparing an event with Darebin Arts Precincts there are a few requirements we need to ensure it can proceed.

**Public Liability Insurance (PLI)** up to \$20,000,000. The PLI covers you and the event if an accident, damage to property or injury to persons is caused during delivery of said event. A copy of your Public Liability Insurance Certificate of Currency (CoC) will need to be submitted to us at the time of booking.

**A Basic Outline of Your Event** – We don't expect you to know the ins and out of your event from the initial booking stage (if you do, that's great!) but if you have a basic outline of:

- What you want to do
- When you want to do it (having a couple of potential dates is preferable)
- Your expected audience
- Expected number of participants
- If you are selling tickets
- If you are selling merchandise
- If you require catering
- If you intend to record the event
- Any specific components of the event that present additional risks (e.g. naked flames, aerial acrobatics, freestanding structures, paints)
- A basic running order of the event (including event start time, any interval, and end time)

**A Signed Venue Hire Agreement** – Issued by Darebin Arts Precincts. A document that confirms the booking and outlines the terms and conditions of using Darebin Arts Precincts venues.

**A Completed Event Technical Requirements Form** – Issued by Darebin Arts Precincts. A document that gathers the required technical information needed to deliver your event. This document is used as the basis of the Technical Production Meetings.

**A Completed Ticketing Form (if required)** – Issued by Darebin Arts Precincts. A document that gathers the required information to build your ticketing so we can put the event on sale.

**A Completed Front of House Requirements Form (if required)** – Issued by Darebin Arts Precincts. A document that gathers the required information to deliver any catering, merchandising, signage and entry set up outside of the event space itself.

**A Completed Risk Assessment (if required)** – Issued by Darebin Arts Precincts. Darebin Arts Precincts has its own risk assessment for the management of common risks and hazards in the venues. Should your event have specific risks that aren't captured by our assessment template, you will be required to provide a risk assessment to cover the management of them. A template document will be provided to you and discussed through the course of the Production Meetings. Any risk-related activity not covered by an approved Risk Assessment will not be allowed to be undertaken in the venue.

### **A Production Schedule.**

A production schedule is a necessary tool for planning of your time, production requirements, and use of staff and equipment. A schedule of activities for each day of venue hire will need to indicate

your access times, lighting plot, rehearsals and show times. Darebin's Production Supervisors will support this process of planning, and will also integrate factors of OH&S, realistic time-lines, and staff meal breaks.

**Banking Information** – Where monies will be remitted to if ticketing is involved. You will need to provide a photo image of your banking institution logo and account information to verify. A screenshot of the header of a banking statement captures this.

**ABN (if required)** – for taxation purposes.

**Not for Profit Incorporation Number (if required)** – You must provide a certificate of Incorporation to receive our Not for Profit Rates.

## 2. Things You Should Know Before Booking the Venues:

Darebin Arts Precincts prides itself on delivering world class events and to do that, for the assurance and safety of all its users and guests, we have the following mandatories in place

- All events are ticketed through Darebin Arts Precincts. We do not allow 3<sup>rd</sup> party ticketing (e.g. Eventbrite, Try Booking) for any events at Darebin Arts Centre or Northcote Town Hall Arts Centre.
- All events have minimum staffing requirements with Darebin Arts Precincts Supervisors and Officers. We do not allow the use of volunteers/hirer employees to replace these minimum requirements. This staffing is charged to the hirer. Minimum Staffing Requirements can be found on the [Hire Rates Documents](#).
- All events require an upfront deposit payment to confirm the booking. Depending on the duration and complexity of the event deposits can range from \$200 - \$2,500. In certain instances, you may be required to pay 100% of the booking fee upfront or make a second upfront deposit. This is done at the discretion of the Venue and the hirer.
- Ticketing reimbursements are given 30 days post the event after the Hirer and the Venue have confirmed the final fees. Any outstanding monies owed are deducted from the box office and the balance is remitted back to the Hirer.
- All beverages sold at events (including alcohol) are wholly delivered by Darebin Arts Precincts.
- Any catering that is brought into Darebin Arts Precincts must be from a Registered Food Business. We do not allow home made meals for patron consumption.

## 3. Booking the Venues:

You're across the above and you're ready to go! Great!

Simply fill out the online [booking application form](#)

You'll hear back from us directly within 72 hours to discuss your date and your event.

From that discussion we will provide you with the appropriate event space and an Initial Cost Estimate.

#### **4. Initial Cost Estimate:**

Based on the outline of the event you've given us we will draft an initial cost estimate. It will outline the venue hire, staffing, and any equipment hire your event would require to deliver your event.

If you are happy to proceed, confirm it in writing to us and we'll move to confirm your booking.

**\*\* If you have an idea of your budget to spend on the event please let us know so we can work towards a realistic quote for you \*\***

#### **5. Confirming your booking:**

We're moving ahead! You're happy with your date and the initial cost estimate so it's time to confirm your booking.

At this stage you will be issued with:

- A Presenter Hirer Agreement (The Contract) – This will need to be countersigned and returned.
- Deposit Invoice – This will need to be paid by the due date to hold your preferred date.
- Event Technical Requirements Form (if required) – This will need to be filled in as best you can prior to your first production meeting.
- Event Ticketing Form (if required) – This will need to be filled out and submitted to our ticketing team before your tickets can go on sale.
- Event Front of House Form (if required) – This will need to be filled out and submitted to the Presenter Services Team by no later than one week prior to your event.

At this stage you will be required to provide:

- Your Billing Information
- Your Banking Information
- Your Contact Information
- Your Incorporation Number (if you are a Not for Profit Organisation)
- Your ABN

**To Confirm your Booking we require:**

- A countersigned copy of the Presenter Hirer Agreement
- A copy of your Public Liability Insurance Certificate of Currency (CoC)
- Confirmation of Deposit Payment

Once those three pieces of information are received, the booking is confirmed and it triggers the Pre-Production Process

## 6. The Pre-Production process:

Darebin Arts Precincts have a pre-production process for all events hosted at our venues. Be it a Theatre production or a workshop, there are components to the delivery we capture along the way to event day to ensure we can provide the most accurate support to you. This process includes:

### a) Technical production meetings:

Our Technical Team will reach out to you to organise meetings to walk through your event using the **Event Technical Requirements Form**. There are usually two meetings in this process (depending on lead time):

**First Production Meeting** - 10 weeks prior to event.

This meeting will finesse the information on hand, show us where more research is required and provide an update to the initial cost estimate. A risk assessment request may be issued at this meeting depending on the complexity of your event.

**Second Production Meeting** – 4 weeks prior to event.

This meeting will finalise the requirements for your event and enable us to provide you with a final cost estimate and a production schedule(s).

\*\* You may be required to have further production meetings depending on the complexity of your event. \*\*

\*\* Depending on the time of booking, the timelines of the Production Meetings may vary \*\*

### b) Ticketing requirements & understanding associated fees:

Our Ticketing Team will reach out to you once they receive a completed Ticketing Requirements Form. They **require 5 business days to build** your event and get it on sale. The ticketing system can then issue you with sales reports leading up to the event so you can see how it is tracking.

Using Darebin Arts Precincts Ticketing System does come with associated fees that are applied to it.

**The Associated Fee Schedule** is as follows:

**Inside Charge** – Darebin Arts Precincts applies an inside charge to all ticketed events. These fees form part of the ticket price and are deducted from the gross box office at the time of final settlement. For example:

Your Ticket Price - \$40.00

Our Inside Charge - \$3.50

Advertised Price - \$43.50

**Transaction Fee:** Patrons are charged a Transaction Fee ranging from \$4-\$5.50, the Transaction Fee falls outside of your event income.

**Administration Fee** – Depending on your event requirements an Administration Fee of \$150 per event may be included in your Ticketing Fees.

**Complimentary Ticketing Fee** – A charge of \$1 is applied to the Hirer for every complimentary ticket issued. These fees are deducted from the gross box office at the time of final settlement.

Using Darebin Arts Precincts Ticketing System grants you access to the Darebin Arts website [What's On Events Calendar](#). As a part of the ticketing build you will be required to provide a high-resolution

image and short description of the event. The specific guidelines can be found in the Ticketing Requirements Form.

**Refunding of Tickets.** Darebin Arts Precincts has a strict no refunds policy on all ticketed events. All COVID-19 requests are at the discretion of the Ticketing Supervisor. Any other refund requests will require confirmation from the hirer to authorise. Once the event has commenced no refunds/exchanges will be permitted.

### **c) Front of House, Catering and Merchandise requirements:**

Our Presenter Services Team will follow up on any required front of house requirements using the completed **Front of House Requirements Form** that will let us know what signage, foyer setup or bar tabs you may need.

If you have catering for your guests it must be provided by a registered food business (commercial caterer, restaurant, café). Darebin Arts Precincts will require a copy of their food business registration documentation and contact information to organise logistics of food delivery and any food safety requirement compliance that might be necessary.

The provision of alcohol to all events at Darebin Arts Precincts is given by the Venues themselves. We do not allow external alcohol on site.

Darebin Arts Precincts reserves the right to operate their bars for patron use at all events alongside catered events or where no catering has been provided.

If you are intending to sell merchandise at the event, Darebin Arts Precincts applies a blanket 10% royalty fee on all merchandising (including programs) that is sold on the premises. We can provide staff to sell on your behalf or you can provide your own. We will require a sales report at the end of the sales period, and it will be used to charge against the event at final settlement.

## **7. Confirmation of production schedule(s) and Final cost estimate:**

Okay, you've made it through the pre-production process. The event is ready to go, the tickets are on sale, and the front of house is all set! At this stage you'll receive:

- A Production Schedule(s)
- A Final Cost Estimate

Both are based on the outcome of your final production meeting and **needs to be confirmed in writing by the Hirer** prior to entering the venue on your first booking day. This step is vitally important as it ensures that you, as the hirer, are confirming you are aware how the event will run and what you can be expected to pay.

## **8. Event Day(s):**

It's Show Day! Normally your event day (depending on complexity) will include

- Bump In (where you bring all your gear in to set up)
- Lighting Plot (For theatre performances, to map out your lighting requirements for the show). If you cannot allocate a period of time (up to 3hrs) specifically for a lighting plot in your event

day, we will recommend that you undertake a lighting plot on an earlier day, so that this artistic and technical process can be undertaken without the pressure of rehearsals on stage.

- Technical Rehearsal (For all events)
- Rehearsal (For theatre performances)
- Event (The event itself)
- Bump Out (where you take all your gear out of the venue) – All items are to be removed, and the venue is to be left in a clean and tidy state. The venue will be reset to 'standard' during your bump-out (with the assistance of venue staff), and this time is included in your venue hire time.

## 9. Post-event Final statement of fees:

The dust has settled, you've rested from the big day(s) and now it's time to close off the financials of the event. Once the event is completed, we will issue you a **Final Statement of Fees** which will display:

Actual Venue Hire  
Actual Staffing Hire  
Actual Itemised Equipment Hire  
Actual Inside Charges (Ticketing)  
Actual Administration Charges (Ticketing)  
Actual Complimentary Ticket Charges (Ticketing)  
Actual Gross Box Office (Ticketing)  
Actual Deposit Payment

Actual Remittance Amount or Balance Owing

Once you have confirmed and accepted the **Final Statement of Fees**:

- If you are owed a remittance, we submit it to be paid back to your provided nominated account. This can take up to 30 days from confirmation of fees.
- If you have a balance owing to us, we will issue you with a final invoice.

That's It! You've Reached the End of the Journey!