

# Presenter Handbook - Darebin Arts Centre



So, you're interested in booking your next event with us and are unsure of the journey? Here's a guide to how the process works at Darebin Arts Centre. On this page we will cover:

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## 1. What you will need to provide:

When you are enquiring to present an event with Darebin Arts Centre 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 your event. A copy of your Public Liability Insurance Certificate of Currency (CoC) will need to be submitted to us at the time of booking. If you do not have a PLI, Council can provide this for you by clicking here: [Casual Booking Public Liability form](#) – charges will apply.

**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 numbers
- 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 / schedule of the event (including event start time, any interval, and end time)

**Banking Information** – Where monies will be remitted to if tickets to your event will be sold. 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.

**Organisational Child Safe Policy and Victorian Working With Children Check card** – if your event involves performers who are children under 18 years of age. Darebin Arts Centre is a Child Safe Organisation.

## 2. Things You Should Know Before Booking:

Darebin Arts Centre 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 mandatory requirements:

**All public events are ticketed through Darebin Arts Centre** (including free events). We do not allow third party ticketing (e.g., Eventbrite, Try Booking) for any events at Darebin Arts Centre.

**All events have minimum staffing requirements with Darebin Arts Centre 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 our [Fees and Charges](#) page on our website

**All events require an upfront deposit payment to confirm the booking.** 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 in consultation with the hirer, based on the level of financial risk to the venue.

**Ticketing reimbursements are disbursed 30 days post-event after the Venue and the Hirer have confirmed the final fees.** Any outstanding monies owed are deducted from the box office and the balance is remitted back to the Hirer via Council's finance team.

**All beverages sold at events (including alcohol) are wholly delivered by Darebin Arts Centre.**

**Darebin Arts Centre does not provide an on-site catering service. Any catering brought into Darebin Arts Centre must be from a Registered Food Business.** We do not allow homemade meals for patron consumption. Darebin Arts Centre requires a copy of the Food Business Certificate of Registration, as well as a Supervisor Food Safety Certificate.

## 3. Booking the Venue:

*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 three business days to discuss your preferred date(s) and your event requirements.

From that discussion we will provide you with information about the availability of your requested event space and an Initial Cost Estimate.

## 4. Initial Cost Estimate:

Based on the event information you have provided us, we will draft an initial cost estimate which estimates the venue hire, staffing, and any equipment hire fees associated with your event.

If you are happy to proceed, confirm it in writing to us and we'll move to confirm your booking. Please note that a final cost estimate will be provided closer to the first booking date once all event details have been finalised and confirmed.

## 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 the following documents which will need to be actioned and returned to us for your booking to be confirmed:**

- **Presenter Hirer Agreement** (The Contract) – This will need to be countersigned by you and returned.
- **Deposit Invoice** – This will need to be paid by the due date to hold your preferred date. You will need to send through remittance advice as proof of payment.
- **Technical Requirements Form** (if required) – with blank template issued by Darebin Arts Centre. This is a document that requires you to provide details of technical information on it that you intend to use in your event. This document is used as the basis of discussions with our team during the Technical Production Meetings once we are in contract with you.
- **Ticketing Form** (if required) – Issued by Darebin Arts Centre. This will need to be filled out and submitted to our ticketing team **before** your tickets can go on sale.

**At this stage you will also be required to provide copies of the documentation listed in section 1 (page 2).**

*Once the above documents are received, the booking is confirmed and it activates the Pre-Production Process to commence.*

## 6. The Pre-Production process:

Darebin Arts Centre has a pre-production process for all events. This process is followed to ensure we can provide the most accurate support to deliver your event. This includes:

### a) Technical requirements:

Our Technical Team will reach out to you to organise meetings to discuss your event using the **Technical Requirements Form**. There are usually two meetings in this process (depending on lead time available prior to your first booking date):

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

In this meeting we will discuss any technical information about the event that you have provided us with prior to this meeting in your completed form. It will also allow our production team to ask any further questions in areas such as lighting, audio, AV where we may require more information to have a full understanding of what you are trying to achieve. This meeting also allows our team to provide you with what can realistically be achieved when taking into consideration any time or budgetary constraints you may have and allows us to roster appropriate technical staff based on the requirements of your event. A risk assessment request may be issued at this meeting depending on the complexity of your event. Following this meeting our team can also provide you with an updated cost estimate.

**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 final production schedule(s), based on an initial draft schedule provided by you.

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

**Additional considerations for School Shows:** Our team acknowledges that putting on a school show is a big undertaking that requires a large number of staff and support volunteers. From the outset, it is important for clear communication that one school staff member is nominated as the contact representative, who can then disseminate information internally via school channels. Some considerations in planning your school show include:

- Please provide a list of staff who will be involved in the show and if they have an operational role e.g. operating audio cues from a laptop, stage manager, stagehand assisting with props etc
- If the school wishes to provide a work-experience opportunity for a student to operate e.g. lighting, a separate three-hour call should be booked with one of our in-house operators to teach the client how to operate the desk and/or to deem their competency prior to the first booking date. An in-house technician will also need to be with them as systems support throughout the booking period.
- A copy of the script, complete with lighting / audio / AV / staging cues, including timings if applicable, is of enormous benefit to our team to assist you in facilitating your production. Please plan for this and send it through at least two business days prior to your first booking date.
- When providing audio and/or AV content to the venue please adhere to the following requirements: our preferred operating platform is Qlab, AV images are to be in 16:9 ratio, optimum pixelation resolution is required for images, and do not breach copyright by downloading licensed / trademarked images. You will need to provide a copy of an approved license for the use of copyrighted work in advance of your first booking date in order to use it as part of your production.
- Please provide soft copies of audio and AV content to the venue in advance of your first booking date for staff to review and test
- Blank stage plans can be downloaded from our website or emailed by our production team. Please create a stage plan for each item number that corresponds with an audio track number or cue sheet. Please include side-of-stage layout areas for props and/ or quick-changes.

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

Our Ticketing Team will contact you once they receive your completed Ticketing Requirements Form, which needs to be received two weeks prior to the event going on sale. The ticketing system can then issue you with sales reports leading up to the event so you can see how it is selling.

Using Darebin Arts Centre's Ticketing System provides advertising support for your event on 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.

Darebin Arts Centre's Ticketing Service provides a complete suite of service support, and does come with an associated fees schedule:

**Inside Fee:** Darebin Arts Centre applies an Inside Fee per ticket to all ticketed events. These fees form part of the ticket price and are deducted from the gross box office income at the time of final settlement.

For example:

Your Ticket Price - \$40.00

Our Inside Charge - \$3.50

Advertised Price - \$43.50



**Complimentary Ticket Fee:** A charge of \$1 per ticket for every complimentary ticket issued up to 10% of the Auditorium capacity. Beyond 10% incurs the inside fee per ticket. These fees are deducted from the Gross Box Office income at the time of final settlement.

**Transaction/Refund/Exchange Fee:** Patrons are charged a per order **Transaction Fee** ranging from **\$4-\$5.50** dependent on the sales channel (online vs over the phone). There is also a Refund/Exchange Fee where applicable for \$4. These fees are deducted from the Gross Box Office income.

**Administration Fee:** Depending on your event requirements an Administration Fee of \$150 per event may be included in your Ticketing Fees. This fee may be activated if you request changes to your ticketing build that are additional to what has been provided in your completed Ticketing Form (e.g. requesting short-term PROMO codes, additional restricted sightline holds etc).

**Refunding Tickets:** Darebin Arts Centre has a strict no refunds policy on all ticketed events unless required by law or in accordance with the Live Performance Australia Ticketing Code of Practice. Refund requests will require confirmation from the hirer to authorise. Once the event has commenced no refunds/exchanges will be permitted. Exemptions may include where a performance is rescheduled or cancelled, or at the discretion of the Ticketing Supervisor. Full Terms and Conditions are in the Ticketing Requirements Form.

**Ticketed Free Events:** Contact the venue to discuss your event requirements.

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

Our Presenter Services Team will liaise with you to determine any front of house requirements, including any event warning signage, foyer setup, bar tab or merchandise sales.

If you have catering for your guests it **must be provided by a registered food business** (commercial caterer, restaurant, café). Darebin Arts Centre will require a copy of their food business registration documentation and any food safety requirement compliance certificates that may be necessary.

**The provision of all beverages, including alcohol, for all events at Darebin Arts Centre is managed by the venue, in line with our Liquor Licence. We do not allow external alcohol on site.**

Darebin Arts Centre reserves the right to operate its bar for patron use at all events alongside catered events or where no catering has been provided.

Any merchandise, including programs, sold onsite at Darebin Arts Centre attracts a 12.5% commission fee. We can provide staff to sell on your behalf (attracts 3hr minimum call) or you can provide your own seller. We will require a sales report at the end of the sales period, and it will be used to charge the commission fee against the event at final settlement.



### **Additional considerations for School Shows:**

- If you are considering more than one performance on the same day, a minimum of 1.5hrs from the end of the first show to the start of the next must be observed.
- Communicate any pre-show or post-show onstage speeches or awards to our team prior to your first booking date, including names and positions of speakers (e.g. Principal), and approximate duration of speeches, so this is factored into your overall production schedule
- Associated with this, if any gifts or flowers are to be presented onstage, please nominate a school staff member to be responsible for managing this
- Please provide details of any foyer setup requirements e.g. photo walls or designated student sign-in/sign-out stations and associated times for these
- Please advise school P&F committees that the venue does not permit external food/drink to be sold onsite for fundraising purposes. For any merchandise sold onsite, please refer to our merchandise policy above.
- As dressing rooms capacity is 60 pax, please provision for booking additional change or corralling rooms for performance group numbers that exceed this capacity.
- If your school would like to make use of our Foyer space during your onsite rehearsal period, it will need to be staffed by a front of house staff member for the duration of use (minimum 3hr staffing call) so that this area is properly supervised.
- Please provide details of your school accounts team, so the venue can liaise with them directly regarding invoicing and event reconciliation processes.

## **7. Confirmation of Production Schedule 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 we strongly encourage you to liaise with our team to finalise and confirm:

- A Production Schedule (Production team)
- A Final Cost Estimate (Presenter Services team)

Both are based on the outcome of your final production meeting and **need to be confirmed in writing by you** prior to entering the venue on your first booking day. This important step ensures that you, as the hirer, are confirming you are aware how the event will run and what you can expect 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 realistic period of time (up to 3hrs) specifically for a lighting plot in your event day that will achieve your lighting requirements, we will recommend that you undertake a separate lighting plot booking on a day prior to your event date, so that this artistic and technical process can be undertaken without the pressure of rehearsals on stage.

- Technical Rehearsal (For all events)

- (Dress) Rehearsal (For theatre or dance performances)
- Event
- Bump Out (where you take all your gear out of the venue and it is reset to standard) – All items are to be removed, and the venue is to be left in a clean and tidy state.

Please note that your venue hire will commence from the start of the technicians' shifts, where the venue is powered up and prepared for your arrival. Your venue hire will cease at the time that staff have completed resetting the venue to standard at the end of your bumpout, which may be after your departure from the venue.

## 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:

Venue Hire

Staffing Hire

Itemised Equipment Hire

Inside Charges (Ticketing)

Administration Charges (Ticketing)

Complimentary Ticket Charges (Ticketing)

Gross Box Office Income (Ticketing)

Deposit Payment remittance

**Remittance Amount or Balance Owing**

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

- If you are owed a remittance, we submit this to Council's finance department 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, Council's finance department will issue a final invoice that we will send to you.

***That's It! You've reached the end of the journey of what to expect when working with Darebin Arts Centre. We look forward to working with you.***