



# Chan Centre for the Performing Arts at the University of British Columbia

## SCHEDULE OF RATES

As of September 1, 2020

### CONTACT INFORMATION

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#### RENTALS & PROGRAMMING

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#### TICKET OFFICE

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#### FRONT OF HOUSE

Carl Armstrong, Events & Customer Service Manager

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#### PRODUCTION

David Humphrey, Production Manager

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#### MARKETING

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ALL PRICES, RATES AND CONDITIONS SUBJECT TO CHANGE

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## TERMS USED IN THIS DOCUMENT

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<u>Term</u>	<u>Definition</u>
Front of House staff	Chan Centre employees that work in the following areas: ticketing; concessions and ushering.
License Agreement	Contract between your organization and the Chan Centre.
License Fee	Rental charge for your booking.
License Period	The length of time you are renting. The License Period must include all of your activity (e.g. sound check, rehearsal, event time, reception, and clean up) and the time our staff need to set-up/strike your event.
Necessary Complement of Staff	The number of Front of House staff we will schedule for your event. The Chan Centre determines the number of people needed. The number of people is based on the information you give us about your event.
Staff Allowance	The number of people and the number of hours they will work, which are included in your License Fee. This information will be shown in your License Agreement.
Staff Overage	<ol style="list-style-type: none"><li>1. Any staff that work longer than the Staff Allowance.</li><li>2. Any staff needed in addition to the people included in the Staff Allowance.</li></ol> Staff Overage is not included in your License Fee and is an extra cost to you.
Rental Overtime	<ol style="list-style-type: none"><li>1. If you or your audience are in the building before or after the License Period.</li><li>2. If Chan Centre staff are required to work on your event outside of the License Period.</li></ol> Rental Overtime is not included in your License Fee and is an extra cost to you.
You/Your	The organization signing the rental agreement.
We/Us	University of British Columbia (Chan Centre for the Performing Arts)

## VENUE INFORMATION

### Venue Capacity

Capacity of all venues is under the sole discretion of the Production Manager or Events and Customer Service Manager (or designate).

### CHAN SHUN CONCERT HALL

SEATING	MAXIMUM CAPACITY*	LICENSE FEE		RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
		Day License Period (7am-6pm)	Evening License Period (noon-midnight)		Front of House	Production
Three levels & loft	1369	\$5,675	\$6,425	\$385/hour plus staff costs	- 1 co-ordinator for 8 consecutive hours - Necessary complement for 5 consecutive hours	Up to 3 technicians (lighting, audio, stage) for 8 consecutive hours
Three levels	1189	\$5,495	\$6,260			
Two levels	985	\$5,305	\$6,060			
One level	717	\$4,740	\$5,435			
Livestreaming & Recording Rate	No audience	\$3,560/12 hours		\$385/hour plus staff costs	No staff included	Up to 3 technicians for 8 consecutive hours

- There are 4 wheelchair and 4 attendant seats on the first level. The first level capacity of 717 seats\* includes the wheelchair seating.
- The maximum number of people allowed in the choral loft is 180\*.
- Before your event is contracted and ticketed, you must decide how many levels will be open and the applicable License Fee will be charged. You may increase the number of levels by writing to the Ticket Operations Manager at least 5 business days before your event. You cannot change the number of levels on the day of your event. The number of levels may only be increased and not decreased.
- The maximum number of performers allowed on stage at one time depends on the stage configuration.
  - Standard configuration: 150 people\*
    - Apron down (the first three rows in the concert hall - 77 seats) and
    - Four rows of seats in the choral loft (capacity 180 people).
  - Choral loft pushed back: 175 people\*
    - Pushing the choral loft back reduces loft seating to two rows (capacity 100 people).
  - Apron up: 200 people\*
    - Raising the apron (the first three rows of seats) to increase the size of the stage reduces the capacity of the concert hall by 77 seats.
  - Choral loft pushed back and apron up: 225 people\*
    - Loft seating reduced to two rows (capacity 100 people)
    - Concert hall capacity reduced by three rows (77 seats).
- Stage capacity could be reduced due to your stage requirements.
- If you change the stage configuration, you will be charged for the necessary staff time and applicable rental fees.
- Changing the stage from the standard configuration must be approved by Production Manager.
- If you have a large number of participants and you require additional backstage space please see the chart on page 4 for venues that can be used as additional backstage space.

\*Capacities and configurations subject at all times to governmental orders and regulations, as well as U.B.C.'s safety plans, enacted as a result of the COVID-19 pandemic.

### TELUS STUDIO THEATRE

SETUP OPTIONS	MAXIMUM CAPACITY*	LICENSE FEE / LICENSE PERIOD	RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
				Front of House	Production
Theatre-style	275	\$2,450/12 hours	\$120/hour plus staff costs	- 1 co-ordinator for 8 consecutive hours - Necessary complement for 5 consecutive hours	Up to 3 technicians (lighting, audio, stage) for 8 consecutive hours
Cabaret style	228				
Standing reception	150				
Banquet-style	100				

- The Telus Theatre normally has a back curtain and side curtains in place.
- Standard configuration for the Theatre is a flat floor with 11 towers in a horseshoe configuration. Changing the configuration will significantly increase your License Fee because of the time it takes to reconfigure the towers.

### ROYAL BANK CINEMA

SEATING	MAXIMUM CAPACITY*	LICENSE FEE / LICENSE PERIOD	RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
				Front of House	Production
Fixed theatre-style	160 (plus 2 to 4 wheelchair spaces)	\$570/4 hours	\$155/hour plus staff costs	1 co-ordinator and necessary complement for 4 consecutive hours	1 technician for 4 consecutive hours

### GREAT PERFORMERS LOUNGE

SETUP OPTIONS	MAXIMUM CAPACITY*	LICENSE FEE / LICENSE PERIOD	RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
				Front of House	Production
Standing reception	85	\$515/4 hours	\$130/hour plus staff costs	1 co-ordinator and necessary complement for 4 consecutive hours	No technical staff included. If technical support is required, extra charges will apply.
Theatre-style	75				
Banquet-style	45				
Conference-style	40				

### GLASS LOBBY

SETUP OPTIONS	MAXIMUM CAPACITY*	LICENSE FEE / LICENSE PERIOD	RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
				Front of House	Production
Theatre-style	60	\$890/5 hours	\$180/hour plus staff costs	1 co-ordinator and necessary complement for 5 consecutive hours	No technical staff included. If technical support is required, extra charges will apply.
Banquet-style	140	\$1,000/5 hours	\$205/hour plus staff costs		
Standing reception	less than 100	\$890/5 hours	\$180/hour plus staff costs		
	101-300	\$1,000/5 hours	\$205/hour plus staff costs		
	301-450	\$1,310/5 hours	\$260/hour plus staff costs		

### RECORDINGS AND FILM SHOOTS

The Chan Centre is available for recordings, photo shoots, and film shoots. Please contact Rentals and Programing Manager for availability and rates.

\*Capacities and configurations subject at all times to governmental orders and regulations, as well as U.B.C.'s safety plans, enacted as a result of the COVID-19 pandemic.

**MULTIPLE VENUE RENTALS**

EVENT VENUE	ADDITIONAL VENUE	ACTIVITY	LICENSE FEE / LICENSE PERIOD	RENTAL OVERTIME <i>(if venue available)</i>	STAFF ALLOWANCE	
					Front of House	Production
Chan Shun Concert Hall	Glass Lobby	Reception	Free of charge, if available. Must be booked in advance	\$180/hour plus staff costs	Included with concert hall rental. If staff allowance is exceeded, extra charges will apply.	No staff included
	Telus Studio Theatre	Reception	\$2,100/12 hours	\$120/hour plus staff costs	Necessary complement of staff for 5 consecutive hours	Up to 3 technicians for maximum 8 consecutive hours
		Backstage Use	\$165	N/A	No staff included	No staff included
	Royal Bank Cinema	Public Event	\$230/4 hours	\$60/hour plus staff costs	Necessary complement of staff for 4 consecutive hours	No staff included
		Backstage Use	Free of charge, if available. Must be booked in advance	N/A	No staff included	No staff included
	Great Performers Lounge	Reception	\$330/4 hours	\$85/hour plus staff costs	Necessary complement of staff for 4 consecutive hours	No staff included
		Backstage Use	\$70	N/A	No staff included	No staff included
	Telus Studio Theatre	Glass Lobby	Reception	Free of charge, if available. Must be booked in advance	\$180/hour plus staff costs	Included with theatre rental. If staff allowance is exceeded, extra charges will apply.
Royal Bank Cinema		Public Event	\$230/4 hours	\$60/hour plus staff costs	Necessary complement of staff for 4 consecutive hours	No staff included
		Backstage Use	Free of charge, if available. Must be booked in advance	N/A	No staff included	No staff included
Great Performers Lounge		Reception	\$330/4 hours	\$85/hour plus staff costs	Necessary complement of staff for 4 consecutive hours	No staff included
		Backstage Use	\$70	N/A	No staff included	No staff included
Royal Bank Cinema		Glass Lobby	Reception	\$330/4 hours	\$85/hour plus staff costs	Necessary complement of staff for 4 consecutive hours
	Great Performers Lounge	Reception	\$330/4 hours	\$85/hour plus staff costs	Necessary complement of staff for 4 consecutive hours	No staff included

## TERMS AND CONDITIONS

### BOOKING & FINANCIAL

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#### Payments

Payments may be made by credit card (VISA and Mastercard only), certified cheque or bank draft.

#### Taxes

Applicable taxes will be charged on all rates and fees, unless specifically exempt, in accordance with relevant legislation. All prices quoted do not include tax unless otherwise indicated.

#### Non-Refundable Rental Deposit

Your rental deposit confirms your date and is non-refundable. The rental deposit is 25% of the License Fee, plus GST. If your event is cancelled, your deposit will not be returned.

#### Estimates

Every event is different and results in a different combination of staffing, equipment, facility configurations, and services. Upon request, we will provide a written estimate of the rates, fees and charges that are in addition to the License Fee. The estimate will contain a description of the rates, fees and charges based on your requests and our requirements. Estimates are not binding and the final invoice will be based on actual staffing, equipment, facility configurations, and services used during your event.

#### Insurance

A Certificate of General Liability Insurance with a limit of not less than \$5 million of coverage per occurrence, and with UBC as the additional insured, is mandatory and must be provided a minimum of 30 days before your event. If you do not have insurance, you may arrange coverage through the Chan Centre. If we do not receive a certificate, we will arrange for insurance through our coverage and charge you accordingly.

#### Deadlines

Before tickets go on sale or are distributed

- Non-refundable rental deposit paid
- License Agreement signed (License Agreement must be signed within one week of receiving it)

30 days before your event

- Certificate of General Liability insurance due.

2 weeks before your event

- Rental balance due
- If applicable, a deposit towards technical and/or concessions charges is due. Any required deposit will be based on the event estimate you received.

#### UBC Departments and UBC Student Groups

Special rates apply to UBC departments and UBC student groups. For details, please contact the Rentals and Programming Manager.

#### Music Licensing (SOCAN and Re:Sound)

The Society of Composers, Authors and Music Publishers of Canada (SOCAN) and Re:Sound are organizations that administer government regulated licensing fees for the use of music.

- SOCAN administers the rights of songwriters and music publishers for the public use of music.
- Re:Sound administers the rights of performers and record labels for the public use of sound recordings.
- Their fees and policies are subject to change without notice.
- For live musical performances, you must pay SOCAN directly.

- If you use **live and/or recorded** music for events such as graduations, lectures, weddings, receptions, fashion shows, etc. we will charge you the following fees plus GST. We will send the fee to SOCAN and /or ReSound for you.

Venue	SOCAN Fee	Re:Sound Fee
Concert Hall	\$93.78	\$39.33
Telus Studio Theatre & Royal Bank Cinema	\$31.72	\$13.30
Glass Lobby	\$22.06 - \$93.78	\$9.25 - \$39.33
Great Performers Lounge	\$22.06	\$9.25

- For other types of events, different tariffs may apply.
- Licenses and further information on both organizations is available through Entandem [www.entandemlicensing.com/](http://www.entandemlicensing.com/)

## **TICKETING (Note: All ticketing fees in this section include GST)**

### **Ticketing System**

- The Chan Centre operates its own ticketing system and is the only ticket agent for all events held at the Chan Centre.
- All events must be ticketed using Chan Centre barcoded tickets. These tickets are scanned for access control and to prevent fraudulent use.
- All online sales and reservations must be done through the Chan Centre's ticketing website ([www.tickets.ubc.ca](http://www.tickets.ubc.ca)).
- You have full use of our computerized box-office system and access to ticket sales reports.
- We co-ordinate all of the ticketing details with you including ticket wording, scaling of house, pricing and ticket sales.
- Tickets are available online, by phone and at the Chan Centre's ticket office.
- Before tickets can go on sale you must pay the non-refundable rental deposit and sign the license agreement.

### **Events with Paid Admission (In-Person and/or Online):**

- **Commission Fees**
  - Either 7.5% of your gross ticket sales or \$1 per ticket for all tickets (including paid and complimentary tickets), whichever is greater. You can choose to have fees included in the ticket price or as an added service charge.
- **Facility Fees (Concert Hall and Telus Studio Theatre only)**
  - \$2.50 per ticket for the Concert Hall and \$1.25 per ticket for the Telus Studio Theatre on all tickets sold for in-person events.
  - \$1.00 per ticket on all tickets sold to access online livestreamed or pre-recorded content filmed at the Chan Centre.
  - Applies only to events with admission fees over \$8. The fee will be charged based on the gross value of the ticket prior to any discounts being applied.
  - Facility fees are charged on complimentary tickets issued above 10% of rented capacity.
- **Complimentary Tickets**
  - The Ticket Operations Manager or designate has sole authority to remove complimentary tickets from the system on your behalf.
  - Complimentary tickets are printed with a \$0.00 value and marked as "\$0.00".
  - Complimentary tickets will only be made available to audience members on the day of the event.
  - You are not allowed to sell complimentary tickets.

- **“Gift” Tickets**
  - Gift tickets are complimentary tickets that are printed with a dollar value.
  - The following conditions apply:
    - A \$2 per ticket printing fee, regardless of the price printed on the ticket.
    - The facility fee will be charged on all gift tickets.
    - All printing charges and facility fees must be paid before tickets can be removed from the system.
    - You are not allowed to sell gift tickets.

**Events without Admission Fee (In-Person):**

- All free events must be ticketed using Chan Centre barcoded tickets.
- Tickets must be available online, by phone and at the Chan Centre’s ticket office.
- There is a \$1 per ticket charge on each ticket distributed for your event based on the ticket audit. The fee will be charged on your final event settlement.

**Events without Admission Fee (Online):**

- No facility fee and commission will be charged.

**By Donation Events (In-Person and/or Online):**

- No facility fee and commission will be charged.

**Removing Tickets From the Ticketing System**

You may sell tickets to your event through your organization, local stores and clubs etc. Upon request, we will print tickets for you to sell (remove tickets from the system). Please note that the commission and facility fees are charged on all tickets removed from the system.

The following conditions apply:

- Tickets cannot be sold online after they are removed from the system.
- All commission and facility fees must be paid before tickets can be removed.
- All unsold tickets must be returned to the Ticket Operations Manager or designate no later than 2 hours prior to the event. A restocking fee of 2% of the gross ticket price applies, and the charge will appear on the final settlement.
- Within two hours of the performance, tickets will not be returned into the system and the 7.5% ticket commission, facility fees and/or printing costs will be charged on the final settlement.

**Penalties**

- If you sell tickets through a source other than the Chan Centre: \$5,000
- If you alter or tamper with Chan Centre’s hard tickets: \$5,000
- If you sell any complimentary or gift tickets we will charge you the 7.5% commission, based on the highest ticket price for the event, and the facility fee on the total number of complimentary or gift tickets available.

**Additional Ticketing Labour Costs**

If your event requires extra ticketing staff before the day of your performance, as determined by the Ticket Operations Manager or designate, extra charges will apply.

**STAFFING – ALL VENUES**

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- All Staff Allowances must include required meal breaks or meal penalties will apply.
- If any staff member’s work period exceeds five hours without a meal break, meal penalties will apply. The penalty is equivalent to 30 minutes at the overtime rate per staff member. Overtime rates are twice the regular rate.
- If any staff member is required to take a second meal break during an event because of your schedule they will be given a \$25 meal voucher. This is a cost to you.
- All staff required in addition to the Staff Allowance are charged at Chan Centre rates.
- We determine the necessary complement of all staff.
- If a Production Coordinator is necessary (at the discretion of the Production Manager), extra charges will apply.



- License Fee includes a maximum of 8 hours of Chan Centre staff planning and consultation time, including Ticketing, Front of House, and Production/Technical Services. If your event requires a substantial amount of staff consultation time, additional fees may apply. Additional time will be billed at \$50 per hour.

## **FRONT OF HOUSE**

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### **Concessions**

- Catering can be arranged for you or you can hire a caterer of your choice for the food portion of your event, with the approval of the Events and Customer Service Manager.
- We must purchase and serve all beverages. All beverages are charged at Chan Centre rates, plus applicable taxes and gratuity.
- We keep all revenue from beverage sales.
- For host bar service, the minimum amount billed will be based on the guaranteed number of people:
  - if billed per head, guaranteed minimum is based on number of people expected
  - if billed by consumption, guaranteed minimum is based on a specified dollar amount
- Except for bottled water, no food or drink is allowed in any performance venue unless approved by the Events and Customer Service Manager.
- For more details, please request a concessions package or refer to our website.
- No alcohol donated or purchased outside of the Chan Centre may be consumed on the premises.

### **Cleaning**

- At the discretion of the Events and Customer Service Manager, if extra cleaning is required because of your event, cleaning charges will apply.
- If you serve food you will be charged a \$500 cleaning deposit. At the discretion of the Events and Customer Service Manager, this deposit may be refunded if post-event cleaning is not required.

### **Merchandise Sales**

- Events and Customer Service Manager must approve any merchandise sales in advance.
- A 15% commission on gross receipts (not including taxes) is charged on the sale of all merchandise you offer or display for sale in any venue including souvenirs, CDs, T-shirts, programs, DVDs, books or any other item.
- Commission settlement must take place at the Chan Centre at the end of your event.
- If you provide a person to sell the merchandise you must provide a cash float or alternate payment method.
- With at least 2 weeks notice, you can request that we schedule a staff person to sell merchandise for you. The cost for this service is \$72/4 hours, \$18/ hour for each additional hour required.

### **Parking**

- If you require information on parking for your performers and/or equipment, please contact the Production Manager.
- Parkade rates and policies are set solely by UBC Parking and Access Control. For information on parking for your audience, please see the UBC parking website for details: [www.parking.ubc.ca](http://www.parking.ubc.ca)

## **PRODUCTION**

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### **Additional Equipment**

- If you need additional equipment you may, in consultation with the Production Manager, arrange to have this equipment provided through an appropriate rental agency of your choice.
- If you choose to have us arrange equipment rental or purchase supplies for you, there will be a 15% administration fee added to the cost.

## Piano Tuning

- Use of either the Yamaha C7 (7'6") or the Steinway Model D (9') grand piano is free with the rental of the concert hall. If two separate events require use of a piano, the Steinway will be booked in the concert hall and the Yamaha will be booked in the other location.

The standard pitch for our pianos is A-440.

- \$220 regular tuning service
  - single tuning before start of rehearsal
- \$330 semi-concert service
  - concert prep and tuning before start of rehearsal
  - meet with tuner and make adjustments as necessary and appropriate (optional)
  - second tuning and voicing/regulation check after rehearsal and before show
- \$435 full concert service
  - concert prep and tuning before start of rehearsal
  - meet with tuner and make adjustments as necessary and appropriate (optional)
  - second tuning and voicing/regulation check after rehearsal and before show
  - tuner on call for show
  - check-in with tuner at intermission and touch up tuning etc. (optional)

## Damage Deposit/Security

- At the discretion of the Production Manager, you may be required to provide a damage deposit (minimum \$2,000)
- The Production Manager determines if security is required for your event. The number and choice of security personnel and/or security staff is determined by the Production Manager and will be charged to you.

## Recordings & Broadcast

- Recordings of any kind (including audio, video, livestreaming, and archival recordings) are possible with prior arrangement. Please note extra costs may apply.

## Atmospheric Effects

The Production Manager must approve the use of atmospheric effects before your event because they may set off the fire alarm. Using such effects requires temporarily modifying the fire alarm system to allow for constant monitoring during the event. Monitoring the fire alarm system is done by a UBC electrician and the cost of the electrician will be charged to you.

## Confetti

The Production Manager must approve the use of any type of confetti in advance. A sample of the confetti must be provided before approval will be considered. If you use confetti, you will be charged a cleaning fee of up to \$2,500.

## MARKETING

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- You are responsible for the promotion and publicity for your event.
- When listing the venue on posters and other promotional materials, please use our name and address as follows:  
**Chan Centre for the Performing Arts at UBC**  
6265 Crescent Road  
*(If space is an issue, "Chan Centre at UBC" or "Chan Centre" may also be used.)*
- Please do not use the Chan Centre or University of British Columbia logo unless you have received express permission to do so.
- If your event is open to the public and you would like it to appear on our website, please fill out a website event form at [chancentre.com/webform](http://chancentre.com/webform) to provide the necessary images and information for your web event page.
- Information on additional marketing support can be found at [chancentre.com/marketing](http://chancentre.com/marketing) support. Please note that inclusion in Chan Centre marketing channels is not guaranteed, and is subject to availability.