



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

## SCHEDULE OF RATES

As of February 1, 2022

### CONTACT INFORMATION

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#### **RENTALS**

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#### **PRODUCTION**

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#### **FRONT OF HOUSE**

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#### **MARKETING**

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Marketing and Communications Strategist  
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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 Ticketing & FOH Manager (or designate).

### CHAN SHUN CONCERT HALL

SEATING	MAXIMUM CAPACITY*	LICENSE FEE		RENTAL OVERTIME (if venue available)	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 coordinator 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 Ticketing & FOH 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.

## 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 the University of British Columbia, its Board of Governors, Employees and Agents as the additional insured, is mandatory and must be provided a minimum of 30 days before your event.

#### 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 department.

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

- SOCAN and Re:Sound are organizations that administer government regulated licensing fees for the public use of music. SOCAN administers the rights of songwriters and music publishers. 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 applicable fee(s) plus GST. We will send these fees to SOCAN and/or ReSound for you.
- 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)

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### Ticketing System

- The Chan Centre operates its ticketing in compliance with the BC Ticket Sales Act. All fees must be broken out for ticket purchases: <https://www.bclaws.gov.bc.ca/civix/document/id/bills/billsprevious/4th41st:gov27-3>
- 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 coordinate 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:

- **Commission Fees**
  - Either 7.5% of your gross ticket sales or \$1 per ticket for all tickets (including paid and complimentary), whichever is greater.
- **Facility Fees (Concert Hall and Telus Studio Theatre only)**
  - The facility fee for the Concert Hall is \$3.00 per ticket and for the Telus Studio Theatre is \$1.50 per ticket.
  - Applies only to events with admission fees over \$10. All other events will be charged \$1.00 per ticket.
  - Facility fees are charged on complimentary tickets issued above 5% of rented capacity.
- **Complimentary Tickets**
  - The Ticketing & FOH 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.

### Events By Donation or without Admission Fee:

- All events must be ticketed using Chan Centre barcoded tickets.
- 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.

### Removing Tickets From the Ticketing System

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

The following conditions apply:

- Tickets cannot be sold online after they are removed from the system.
- You may not alter or tamper with the Chan Centre tickets.
- There is a \$1 per ticket printing fee that is non-refundable and will be charged on your final event settlement.
- All unsold tickets must be returned to the ticket office 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 any of the ticketing policies are breached, the Chan Centre reserves the right to charge a penalty of up to \$5,000.
- It is prohibited to sell complimentary tickets. If any complimentary tickets are sold, we will charge you commission fees based on the highest ticket price for the event, and the facility fee on the total number of complimentary tickets available.

### **Additional Ticketing Labour Costs**

If your event requires extra ticketing staff before the day of your performance, as determined by the Ticketing & FOH 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 Ticketing & FOH 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 Ticketing & FOH Manager.
- No alcohol donated or purchased outside of the Chan Centre may be consumed on the premises.
- For more details, please contact our Front of House department.

#### **Cleaning**

- At the discretion of the Ticketing & FOH 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 Ticketing & FOH Manager, this deposit will be refunded if post-event cleaning is not required.

#### **Merchandise Sales**

- Ticketing & FOH 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. There is a cost for this labour.

## 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 (e.g. audio, video, livestreaming, and archival) 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.

### 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)

## 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.