

Theatre Information & Staffing Breakdown

Theatres at UWaterloo

Contracting Timeline

Once a booking hold has been placed, you will be contacted at the following times for these steps:

Timeline	Contracting Step	Notes
4 months	Event Confirmation	This may be required earlier if another client requests the same date.
3 months	Rental Contract Questionnaire	Once your event is confirmed you will be sent the contract questionnaire. Your contract will be based on your specific event schedule and will include an estimated cost for the event.
6 weeks	Signed Contract Returned to Venue	A signed contract must be received for tickets to go on sale.
	Deposit Received	For non-ticketed events, a deposit of 100% of the estimated labour is required to be submitted with the signed contract.
	Certificate of Insurance	A COI listing the University as an Additional Insured will be requested when your contract is issued. This must be received no later than 2 weeks prior to your event.
After the contract is signed you will be put in touch with and handed over to our Technical Coordinator and our Box Office and Front of House Manager for the rest of the process leading up to and during your event.		

Deposits

Deposits are required in the following situations:

- Early confirmation of a booking – In instances when a booking is requested for a date with a preexisting hold/ unconfirmed booking, the hold 1 client will be contacted and given 1 week to confirm or release their booking. Should they wish to confirm, a \$500 non-refundable deposit will be required. In the event the hold 1 client releases their booking the hold 2 client will be offered the opportunity to confirm their booking with a \$500 non-refundable deposit.
- Events wishing to have tickets placed on sale prior to the completion of the contracting process will be required to pay a \$500 non-refundable deposit.
- Ticketed events requesting complimentary tickets in excess of 40% of the house will require a deposit of 100% of the estimated labour.
- Non-ticketed and fee events will require a deposit of 100% of the estimated labour as will be outlined in their contract.

Note – all deposits will be put towards the final bill for the event.

Theatre Information & Staffing Breakdown

Deposit Payment Options

Deposits can be paid by cheque, debit, or credit card from the Tuesday following Labour Day through June. When the Box Office is closed, from July 1st - Labour Day, deposits can be paid by cheque only.

Payments by cheque can be made out to the University of Waterloo and either, mailed to Janelle Rainville at the mailing address listed below or dropped off at the Humanities Theatre Box Office during box office hours.

Payments using Visa Debit*, Debit Mastercard* or credit card* can be made to our Box Office Manager in person or by calling (519) 888-4908 during box office hours. Payments by Debit* can only be accepted in person at the Humanities Theatre Box Office during box office hours.

*Please note there will be a fee of 3.5% for debit and credit card payments.

Mailing Address Janelle Rainville Modern Languages 122 200 University Avenue West Waterloo, Ontario, N2L 3G1	Humanities Theatre Box Office Information Hours: Monday to Friday from 1pm to 5pm (519) 888-4908 Located in Hagey Hall room 161. The Box Office is closed from July 1st - Labour Day, tickets are available online.
---	---

Box Office

All ticketed events held at the Theatres at UWaterloo must have ticket sales for their event managed by the Theatres at UWaterloo Box Office.

Ticket Price Breakdown

Breakdown Overview

Base price + 10% handling on the base price + HST calculated on the base price and the handling + CIF = final price which is your advertised price.

- The base price goes to the client.
- As of May 1st, 2023, the HST is to be remitted to the government by the University on the client's behalf.
- CIF (Capital Improvement Fund) is \$1.00 for Non-Profit*/ Charitable* organizations or \$1.50 for all other organizations.
- *Proof of status must be provided

Two ways to approach:

- Choose the base price.
- Choose the final price.

Enter the Final Price				
Base Price	Handling	HST	CIF	Final Price
14.88	1.49	2.13	1.5	20.00
Enter the Base Price (monies for client)				
Base Price	Handling	HST	CIF	Final Price
20.00	2.00	2.86	1.5	26.36

Theatre Information & Staffing Breakdown

Other fees – paid by the customer when tickets are purchased.

- Online convenience fee of \$2.26 per ticket
- Telephone fee of \$1.13 per ticket

Please note that the Ticketing Conditions of the Rental Agreement state that the advertised price is the final price.

Complimentary Tickets

- Complimentary tickets are subject to \$0.50/ticket printing fee.
- Complimentary tickets exceeding 20 in total are subject to Capital Improvement Fund (CIF), \$1.50/ticket.
- A deposit of 100% of the estimated labour is required if requesting more than 40% of the house as complimentary tickets.

Food and Beverage Options

Concession Info

Both venues have a concession that is generally staffed for events with an intermission and sells water, juice, pop, and snacks. Clients can request to have the concession open for their event for a small cost. Please contact our Front of House Manager, Melissa at theatre@uwaterloo.ca for more information and to book.

The sale of food by our clients is not permitted by UW Food Services. UW Food Services manages food safety on campus and requires any food provided to be approved in advance to mitigate risk of food borne illness.

Client Provided Food

Clients are permitted to supply food for free to their staff, performers, and patrons by following the approval processes below:

- Providing food from a licensed vendor,
 - Licensed vendors must be approved by Food Services
 - To be approved, clients can email Mike Carbage (mcarbaga@uwaterloo.ca) and the Rentals Coordinator (theatre.rentals@uwaterloo.ca) with the name of the vendor/ business providing food.
 - If the vendor has not been approved in the past by Food Services, Mike will also need their business license number and a copy of their latest health inspection conducted by the region.
- Providing food from a vendor that is not licensed,
 - Clients/ Vendors need to fill out the vendor application 30 days prior to the event. This includes providing commercially packaged food.
 - <https://uwaterloo.ca/food-services/event-food-vendor-application>
 - Once approved, forward the Rentals Coordinator a copy of your approval email from Mike. This will be included on your event file to ensure the theatre staff working your event are aware.

Liquor / Bar Rules

- Clients wishing to have alcohol available at their event must book bar service through UW Catering Services. As Catering Services holds the liquor license on

Theatre Information & Staffing Breakdown

campus, all alcohol must be provided and served by their team. No outside alcohol is permitted.

- Bar service must be booked with UW Catering Services at least four weeks prior to the event.
 - To book by email (catering@uwaterloo.ca)
 - To book by phone 519-888-4700
 - The cost of bar services is event specific, based on the number of guests, duration of service, what products will be served, and the amount consumed at an event.
 - For all bars there is a minimum bar sale amount outlined in the contract with Catering Services. This minimum bar sale amount will be charged to the client should the minimum not be achieved through sales.
 - The theatre's Rentals Coordinator must be informed in advance if bar service is booked for an event.
- Events with Bar Service may require additional security:
 - UW Special Constables will determine when additional security is required.
 - Examples where Security will be required are events for student groups or where underage guests are present.
 - If security is required, 3-4 weeks of lead time is needed to arrange the services.
 - Any costs for Security will be the responsibility of the client.