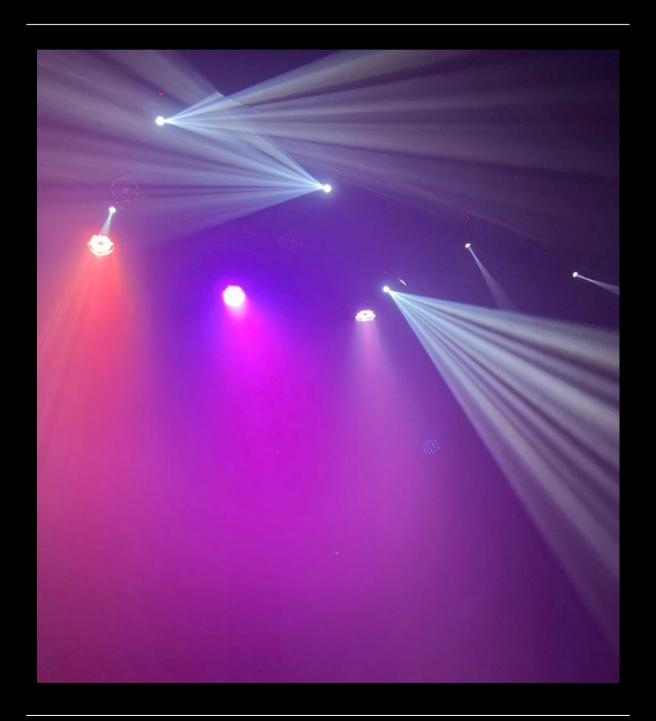
Dblakehay theatre HIRE DOCUMENT



Thank you for interest in the Blakehay Theatre venue.

We want you to have the best experience possible at the theatre and hope that this guide will give you all the information you need and what we can offer as part of your package. We understand that every production is unique and we endeavour to accommodate any type of performance at the theatre.

If you have any questions or are still not sure about anything within this guide, please do not hesitate to contact us and we will do our best to answer any questions you may have. Or alternatively, feel free to contact us to arrange a visit.

Sally Heath (Theatre Manager)

blakehay@wsm-tc.gov.uk



The Main House, is a 207-seat proscenium arch theatre with a tiered auditorium. Every seat in this space has a great view of our floor level stage. Performances at the theatre range from local companies to touring productions and we pride ourselves on the range of different genres of performance we can host at the theatre.

Our Studio Theatre space, like our main house does have a proscenium arch stage but also has the flexibility to be used in other configurations such as in the round. The studio theatre does not have fixed seating so it can be set up in any configuration. Seating numbers in this venue depend on what type of performance space you require.

Our Theatre Bar has a small stage that is great for your stand-up comedy performance, small scale music act, as well as talks and gatherings!

STUDIO CLASSES

Our Studio Theatre is available for hire for regular public classes. These can be in the daytime or evenings and the theatre runs a programme of classes in this space.

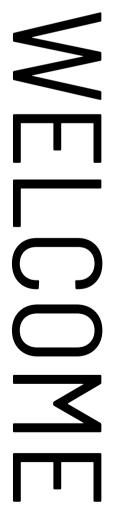
FILM SHOWINGS

Our Studio Theatre is licenced as a cinema and film showings can be made in this space only. The licence is through Filmbank Media.

ROOM ONLY HIRE

Our Studio Theatre is available for hire for private meetings and gatherings or rehearsals. The space can be divided into two smaller studios and is very flexible. Our Theatre Bar can also be used as a meeting space with facilities to link up your laptop to our tv for presentations and training.





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THE VENUE

The Blakehay Theatre has been part of Weston-super-Mare's theatre landscape since 1986 and is owned and managed by Weston-super-Mare Town Council, and is a converted 1850 Baptist Church. The Blakehay Theatre has three spaces available for hire for either Public or Private use.



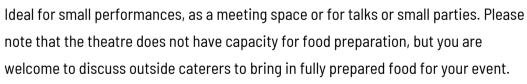
FOYER & FRONT OF HOUSE

The theatre entry for patrons is via two front doors, with accessible ramped access available. The foyer has a dedicated box office, that is open up to one hour before performances, as well as housing the theatre's toilet facilities including an accessible toilet.

Access to the Main House for patrons are via two flights of stairs or our level accessible side access for those seated in rows A & B. Level access to our Theatre bar is just off the foyer.

THEATRE BAR & COURTYARD

Our Theatre bar operates as a licenced bar during performances in our other venue spaces, but can also be used as a venue itself. The courtyard lies just off of the bar and is a small decked open aired space that is used as a Smoking/ Vaping Area. The Theatre bar and courtyard are fully accessible.





We recommend using Clara's Café at Weston Museum for your event needs.

Our Front of House team will run the Theatre Bar, this will open 1 hour before all events. Patrons are allowed to take their drinks into the Main House and Studio Theatre, however we provide reusable plastic cups for this purpose and do not allow glass bottles to removed from the Theatre Bar. Patrons can pre-order drinks for the Interval from the Bar or Box Office before the start of the event. Front of House staff will provide a 20-minute interval serving in the theatre bar, as well as Ice-Creams that will be served from the venue space (when available). The theatre bar will close after the interval.

THE VENUE



MAIN HOUSE

Audience access to the Main House is through our foyer and up two flights of stairs for rows C-K. Rows A-C are accessible via a ground floor level corridor and four wheelchair spaces are located in row A on the left- and right-hand side of the auditorium. Stairs descend either side of the auditorium to access each row of stalls. Allocated seating operates in this venue and we operate a dynamic pricing system with tickets being sold via our box office as well as online via our TicketSource box office. The main house has a fresh air ventilation system. There are four backstage dressing rooms, with access to toilets and a green room.

STUDIO THEATRE / CINEMA / STUDIOS

Our Studio Theatre is located on the first floor of the building and is accessed via stairs in our foyer. It is a bright and airy space which is used predominately as a teaching space for public classes, and is also a Cinema. The Studio has a Fresh Air Ventilation system and Vinyl flooring with a set of black wool drapes & blind which can be closed to cover the windows to give you a black out in the room.



The space also has a room divider which means that the space can be divided into two rooms for extra teaching provision, or indeed, as two extra dressing rooms for your production in the Main House should you so wish to use them. The Studio Theatre has an end on proscenium arch stage, and access to our Main House backstage area, including dressing rooms via a corridor located offstage right.

The studio has 6 x moveable full-length mirrors, and a small sound system that can be used for classes, which can be connected to by Bluetooth.

Please note that due to sound bleed, if a Main House event is taking place the studio theatre and studios may not be available for use, and unfortunately, there is no lift available to this space.

PARKING & ACCESSIBILITY

The theatre does not have dedicated parking, but sits next door to a public carpark and there is paid on road parking. As the theatre is in the town centre and just off of the seafront there are many public transport options, and bike racks opposite the theatre. The main theatre is accessible for all, with the foyer, theatre bar and main house accessible on the flat and the backstage having access to stage level from the stage door. Unfortunately, the Studio Theatre is not accessible to all as this is accessed by two flights of stairs.

NEXT STEPS

MAKING A NO-OBLIGATION ENQUIRY

The theatre is regularly used and gets booked up in advance. We would suggest that you allow 6-12 months from the date of your hire enquiry, however we may be able to accommodate bookings in a shorter time-frame.

As everyone's requirements for hire are different, we create custom packages to meet your requirements. Therefore, to enquire about availability of dates and charges for hiring the theatre, please complete our quick online form at https://blakehaytheatre.co.uk/about-us/venue-hire/

Please note that there are a few things to think about when making your enquiry;

- The start time will be when you enter the building and the end time will be when you will have vacated the building by
- There is a maximum hire per day of 12 hours (within a 12-hour window e.g. 10am 10pm), for Health & Safety purposes.
- All of our charges are per hour and so part of an hour would be charged at the full hour cost.
- We would suggest a minimum of a 6 hour hire period for a single performance with a 7-12 hour hire period for two performances on a day (i.e. Matinee and evening) dependant on your show.

Once you press send this will automatically be sent to us. From here we will be able to add you to our system and produce a no-obligation quotation for you. (Due to a high rate of enquiries, we will do our best to get this to you within 7 working days of receiving this.) This will be as accurate to the information sent on your online form and will include Weston-super-Mare Town Council's Bank details for deposit payments to be made. Once you are on our system, we will email you with a provisional costing (based on the information that you send us) together with our Agreement Form for you to complete.

If we are unable to accommodate the date which you require, we will be in contact with alternative dates available via email.

Provisional bookings will be held for a period of 14 days from the date the Agreement Form is sent. If after 14 days we have not received communication from you, the requested dates will be released to other enquiries. It is strongly advised to contact the theatre to book a visit before confirming a booking. Please do contact us at blakehay@wsm-tc.gov.uk

NEXT STEPS

CONFIRMING YOUR BOOKING

You have 14 days from receiving your Agreement Form to complete and return this to the theatre to be able to confirm your booking, unless we have spoken to you.

Our agreement form is a PDF form and we ask that you complete this form in full and email this by return. Information on how to fill out our Agreement forms and any associated Terms and Conditions can be found in the Agreement Form Guidelines within this document.

Please note that the person completing the Agreement form will be responsible for any financial arrangements made within this, and must be over 21 years of age.

Confirmation of bookings cannot be completed without a completed Agreement Form, payment of deposits, and a copy of your Public Liability Insurance.

Please note that publicity cannot be displayed and tickets cannot go on sale until we have received your imagery for the event including copy (blurb about your show) and three digital images in portrait, landscape and square orientation.

Once we have received this, we will amend any information supplied, different to your original quotation, and send you confirmation of your booking, and the date is set for your booking.

Any changes to the agreement form must be approved in writing 14 days before the start date.





FINANCIAL INFORMATION

The theatre is owned by Weston-super-Mare Town Council, and set all charges.

All payments will be processed through the Council's finance department and not the theatre.

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PAYMENTS

All payments must be made to Weston-super-Mare Town Council and preferably through BACS transfer. The details of this will be supplied on your Provisional paperwork. It is also possible to pay by card or cash through the venue.

DEPOSITS

All hires are expected to pay a 40% non-refundable deposit to confirm bookings.

DAMAGE DEPOSIT

All performance hires must pay a £100.00 damage deposit that will be cashed and then returned after inspection of the premises after the hire period using the Damage Deposit Checklist.

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BALANCE PAYMENT

If your hire is less than 30 days before the hire agreement start date, then full balance payment is required. (Unless a performance with paid tickets, then please see our performance financial information).

BALANCE PAYMENT

For performances with paid Ticket Sales, the theatre will reconcile your tickets and hire balance after your event. This will be sent to the Council finance department for verification and a copy sent to you via email. The council finance department will then reconcile your balance payment and either send you the balance for your ticket sales via BACS transfer, or Invoice you for any shortfall.

Payment of balances will be made to you within 30 days of the end of your hire agreement.

INVOICING

All hires will be invoiced from Weston-super-Mare Town Council 6 weeks before your hire period.

CHARGES FOR HIRE

All of our packages for hire are customisable to your needs, however we know that is important to have an idea of cost. Please note that charges are reviewed each financial year by council during budget setting and are subject to change on the 1st April.

01

Live Performance

Main House Performance - From £120 (p.h + VAT) Studio Theatre Performance - From £90 (p.h + VAT) Theatre Bar Event - From £90 (p.h + VAT)

02

Studio Classes

Studio Classes - £16.50 (p.h + VAT)

03

Film Showings

Cinema Event - From £60 (p.h + VAT)

04

Room Hire

Main House - From £80 (p.h + VAT) Studio Theatre & Studios - From £35 (p.h + VAT) Theatre Bar - From £35 (p.h + VAT)

WHAT'S INCLUDED?

All Hires include a Duty Manager & Housekeeping

01

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FRONT OF HOUSE TEAM,
MARKETING & PROMOTION, BOX
OFFICE SERVICE, THEATRE BAR
SERVICE, PRS, DRESSING ROOMS,
USE OF TECHNICAL EQUIPMENT,
PRE-HIRE TECHNICAL MEETING,
TECHNICAL SET-UP

MARKETING & PROMOTION

FRONT OF HOUSE TEAM,
MARKETING & PROMOTION, BOX
OFFICE SERVICE, THEATRE BAR
SERVICE, USE OF TECHNICAL
EQUIPMENT, OPERATING
TECHNICIAN

CANCELLATION POLICY

CANCELLATION BY YOU

You may cancel your agreement up to 30 days before the agreement period, by giving us written notice of cancellation but any payments made to the theatre will not be refunded.

Any less than 30 days' written notice, the entire charge of the agreement will be expected to be paid to the theatre by the company.

If ticket sales for public events have not been satisfactory, then at least 7 days' notice will be required from the company to cancel all or part of an event and a fee will incur.

CANCELLATION BY US

If we need to cancel your agreement for any of these reasons, we will explain the reasons to you and give you as much notice as is reasonably possible in the circumstances.

We may cancel your agreement in circumstances where:

- (a) you commit a material breach of these Terms and Conditions, or you commit a non-material breach and fail to remedy it within the time given in a notice from us specifying the breach and requiring its remedy;
- (b) We reasonably believe that you have misstated the nature of the Event on the agreement, or we reasonably consider that the Event is unseemly, undesirable or carries an unacceptable risk of injury to participants;
- (c) a Force Majeure Event occurs (a Force Majeure Event means where the Theatre becomes unavailable for a reason outside our control, for example: calamity; civil war; terrorism; fire; flood; earthquake; strikes or lockouts; withdrawal of consents or licenses; breakdown of machinery; failure of supply of electricity or gas; government restriction; act of God; necessary and unavoidable repairs or health or safety concerns);
- (d) We require the Theatre during the agreement period in connection with Parliamentary or District Council elections, an occasion of national rejoicing or mourning or for a purpose which is of civic or national importance.
- (e) There has been an incident in or around the vicinity of the theatre in which it is not safe to be able to open the theatre to public or the company. This can be during before or during the event and is totally at the Duty Manager's discretion and will be final. This will be supported by the Theatre Manager.
- (f) The agreement is for a fee from the theatre to the company and there are low ticket sales.
- (g) The theatre needs to close due to a public health emergency

IF WE CANCEL YOUR BOOKING

- (a) for either of the reasons set out in clause (a) and (b) above, we will retain your Deposit and Charges.
- (b) for either of the reasons set out in clause (c), (d) or (e) above, we will endeavour to postpone the event to a convenient date for all parties or refund any Deposit or Charges you have paid.
- (c) the theatre will contact the company no later than 7 days before the agreement and the deposits paid will not be expected to be returned.
- (d) The theatre will inform you at the earliest opportunity and arrange for the event to be postponed to a convenient date for both the theatre and at the company. If this is not possible, then all payments made will be returned to the company or theatre.

USEFUL CONTACTS



THEATRE MANAGER

SALLY HEATH

sally.heath@wsm-tc.gov.uk



blakehay@wsm-tc.gov.uk





BOOKIING ENQUIRIES & VISIT

blakehay@wsm-tc.gov.uk

MARKETING & PROMOTION

JASMINE RYLE

⊠jasmine.ryle@wsm-tc.gov.uk





TECHNICAL

rob.heath@wsm-tc.gov.uk



01934 645493





INVOICING & PAYMENT

finance@wsm-tc.gov.uk

Downloadable Blakehay Theatre Logo - https://blakehaytheatre.co.uk/hirers_info/
Weston-super-Mare Town Council Policies - wsm-tc.gov.uk/your-council/policies/
Risk Assessments - https://blakehaytheatre.co.uk/hirers_info/

Blakehay Theatre, Wadham Street, Weston-super-Mare, BS23 1JZ



01934 645493



blakehay@wsm-tc.gov.uk



www.blakehaytheatre.co.uk



@Blake hay The a tre

@blakehaytheatre

INFORMATION FOR ALL

The following information is relevant to all hirers of the venue. Additional information in connection with your type of hire can then be found further in the document.

01

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AGREEMENT FORMS

All bookings must complete and return the agreement form in order to secure the booking. The agreement is a legally binding document between the Blakehay Theatre and the company. The person signing this on behalf of the company must be over 21 years of age. All parts of the agreement must be completed and returned to the theatre via email at blakehay@wsm-tc.gov.uk

APPLICATIONS

The theatre reserves the right to refuse any application without giving a reason, or to accept any application subject to any additional terms and conditions we consider necessary. This includes the right to refuse to confirm any Provisional agreement previously arranged with the Theatre.

VISIT

The company are advised to view the facilities in advance of the hiring, to insure the suitability of the theatre. Cancellations will not be accepted because the company has failed to inspect the premises. The Theatre retains at all times the sole and exclusive right to determine the times for opening and closing the premises, to control and manage the premises and to advertise in and about the premises the presentation of forthcoming events.

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ISSUES

Any complaint about any of the arrangements made by us in connection with the Event should be directed in the first instance to the Theatre Manager within 7 days of the cause of such complaint arising.

HIRE PERIOD

Please note that the hire period is from when you enter the building to when you will vacate it (including all equipment).

LICENCING

It is up to the company to ensure that correct licencing for their activity. The theatre does allow the use of Live Animals but a Risk Assessment must be completed. Please speak to the theatre beforehand.

PHOTOGRAPHY & FILMING

The theatre has a strict no filming policy, however if you will be filming or photographing please ensure you have the correct written permissions from the attendees and let us know so that we are able to display the appropriate notices in the foyer.

SAFEGUARDING & POLICIES

The theatre abides by the Westonsuper-Mare Town Council policies and can be found at https://wsm-tc.gov.uk/your-council/policies/

PUBLIC LIABILITY INSURANCE

All hirers must supply the venue with a copy of their valid Public Liability Insurance up to 5 Million. Failure to supply this will result in the cancellation of your agreement and may incur charges.

10

WI-FI

The theatre has a public free wi-fi within the building. However, please note that as we have an old building this can not be relied upon in certain areas and can be unstable.

The username is Blakehay Theatre and the password is secretservice.

11

DUTY MANAGER

A Duty Manager will be provided for all hires at the theatre, and will be the companies main point of contact during the hire period. The Duty Manager will provide access to the building at the start of hire and ensure the venue is clear, secure and on-time at the end of each hire period.

If there are any issues, the Duty manager will be the point of contact and is in charge of all Emergency procedures. The Duty Manager has the final say if there are any issues, and has the power to stop any unsafe or prohibited activity with the full backing of Weston-super-Mare Town Council.

12

HOUSEKEEPING

We will ensure that the hiring space is cleaned before your arrival. All front of house cleaning will be done daily to ensure that this is welcoming to patrons. If you are hiring the theatre over several days, the dressing rooms will be cleaned each day by removal of rubbish and the backstage toilets cleaned and replenished. We ask that all areas used are left in the state that they are found. Hirers will be informed within 7 days of the end of the hire agreement if any excessive cleaning is required and will be charged for this at a set rate.

PREMISES LICENSE

The theatre holds a Premises Licence with North Somerset Council - NSC/019134 - The Blakehay.

01 02 03

OPENING HOURS

The opening hours of the venue are restricted to MONDAY to SUNDAY: 08:30 00:30.

LICENCABLE ACTIVITIES

This licence allows; Plays, Films, Live Music, Recorded Music, Performance of Dance, Music Facilities, Dance Facilities, Similar Facilities and Sale of Alcohol.

LICENCE TIMES

The Licence Times for these is MONDAY to SUNDAY: 9.00 to 00:00 and for the Sale of Alcohol is MONDAY to SUNDAY; 12:00 to 00:00

05 06

MANDATORY CONDITIONS

Maximum permitted occupancy capacity of the Auditorium is 230 persons Standard Public Entertainment Terms & Conditions Special Conditions re Theatres Act 1968.

As part of our Licence you are requested to respect the needs of local residents and to leave the premises and the area quietly.

ADDITIONAL LICENCES

Please note that it is the hirers responsibility to ensure that any additional licencing requirements are obtained from the correct sources. This includes (but not exhaustive of) performance rights licencing or copyright licencing for productions or showing of films, child performing licences, animal performance licences and chaperone licencing.

FURTHER INFORMATION

Information for these licences can be obtained from the local authority of North Somerset https://n-somerset.gov.uk/



MARKETING

Once your booking has been confirmed, our Marketing & Events Co-ordinator will be in touch via email.

DIGITAL IMAGERY & BLURB

Hirers are asked to supply the following imagery and information with their agreement form alongside their event title and blurb. These are integral for advertising and must be received at least one week after your confirmation.

- Format; PNG or Jpeg
- Size; minimum of 300 dpi (dots per inch)
- Orientation; Portrait & Landscape

Please note that the theatre is able to help you with your Digital Imagery if you are unable to supply this, at an additional cost.

PRINTED PUBLICITY

Printed publicity must be provided by the company to the Marketing officer at the theatre at least 8 weeks before the event to ensure that this can be distributed and displayed. The Marketing officer is more than happy to discuss printed publicity with you if you feel certain sizes and locations suit your target audience better.

The theatre logo must appear on all printed publicity and can be downloaded from our website at https://blakehaytheatre.co.uk/hirers_info/ or please do contact our Marketing officer. We would suggest the following quantities of printed media in portrait orientation to ensure the best coverage for your marketing;

B2 A3 A4 A5

Max. 10

North Somerset Council Boards around Weston-super-Mare & Clevedon. Distributed by North

Somerset Counil

5

Blakehay Theatre
Outside & Foyer Notice
Board and Weston
Museum

25

Weston-super-Mare Town Council Noticeboards around the town as well as inside and outside the venue and our other sister sites.

Min. 100

Theatre foyer, but we also exit flyer with these at the end of shows and distribute some to Weston Museum for display in Clara's Café.

MARKETING

Venue V

Venue Website

All events will be added to our dedicated Website at https://blakehaytheatre.co.uk

02

Social Media

An event will be created for our Facebook Page and we will ask you to co-host this event through Facebook.

03

Tourism Website

An event will be created and submitted to the official Visit Weston-super-Mare website https://www.visit-westonsupermare.com/

04

E-Newsletter

The theatre sends an E-Newsletter to its 2,000-patron database on the last Friday of each month, and your event will be included in this; once when your event goes live.

FURTHER MARKETING INFORMATION

Do share social media posts to local Facebook Groups and tag in the theatre @BlakehayTheatre or @blakehayTheatre for more reach.

There are places around the town to be able to hang banners, do get in touch with North Somerset Council for more information, although please do ensure that these are removed straight after your event.

A lot of local businesses are willing to display a poster or take flyers for your show/event. Many of the cafes in the town centre have a community board for this purpose. If you are able to drop in and speak to them directly, this can be an effective way of reaching the community.

In terms of additional local reach, we would advise contacting Weston Mercury (newspaper) who can print or publish content online: https://www.thewestonmercury.co.uk/contact/

Another form of publicity that may work for you is radio advertisement. We would suggest contacting BBC Radio Bristol: https://www.bbc.co.uk/programmes/articles/3yqcl0xZjFYrkmTx4FhZWw9/about-radio-bristol

HEALTH & SAFETY

The theatre does everything in its power to ensure that the venue is safe for all bookings. However, we ask that the company must ensure the theatre's health and safety policy is followed both before and during its visit. Failure to do so will be at the discretion of the Theatre Manager/ Duty Manager and may result in the cancellation of your booking.

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EVENT RISK ASSESSMENT

All activities taking place at the venue must adhere to a Risk Assessment. The theatre has an Event Risk Assessment template to download from the website, and anything beyond this, must be completed and a copy sent to the venue a minimum of 14 days before your agreement start date.

EMERGENCY EVACUATION

The hirer must agree to abide by and distribute the theatre Emergency Evacuation Plan to the company and ensure that all company members are aware of what to do in the event of an Evacuation. Please note that the hirer is in charge of evacuating all company / attendees and ensuring that they are accounted for and reporting back to the Duty Manager.

SIGN IN & OUT

Sign in and out of the Signing-In Sheet at the Box Office in the foyer. This is you signing to say you will be responsible for the evacuation of your company and so only one person needs to sign this.

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FIRE ROUTES & EXITS

Ensure that no fire exit or fire routes are blocked at ANY time. The theatre may refuse to allow any article or appliance which may be considered dangerous or offensive to be brought into the theatre.

TAPES & LEADS & ELECTRICAL

The use of any tape or fasteners must be cleared with the Duty Manager; failure to do so result in loss of your damage deposit. All electrical items must be PAT tested (incl. phone chargers etc) and not left unattended. Trailing leads must be secured in place.

FOOD & BEVERAGES

Any and all food brought into the theatre must be ready for consumption and consumed only in designated areas. No hot foods may be brought into the venue.

FIRST AID

Provide your own First Aid Kit, and report any accidents to the Duty Manager that must be recorded in the Theatre's Accident Report Book.

HOUSEKEEPING

We expect that, all areas used are to be left in a clean and tidy state.

HEALTH & SAFETY

EMERGENCY EVACUATION

The theatre has a full detailed Evacuation plan for all hires, you are responsible for the removal of your company/attendees whilst in the building.

- If you see a fire then please activate a fire point
- If the fire alarm sounds, the event will be paused and the Duty Manager will report where the emergency is will inform you to evacuate.
- You will leave the premises by the nearest exit and close the door behind you and meet at Grove Park Car Park.
- You will do a head count and let the Duty Manager or a member of theatre staff know that you are all vacated or if there are any issues.
- The duty manager will inform you when it is safe to return to the theatre and have a discussion as to whether to continue with the performance.

EVACUATION PLAN FOR: The Blakehay Theatre

PREMISES ADDRESS & CONTACT NUMBER; Wadham Street, Weston-super-Mare, BS23 1JZ, 01934 645493

PLAN DATE; Revised March 2024

REVIEW DATE; March 2025

NUMBER OF STAFF NEEDED TO CARRY OUT EVACUTION PLAN

- During any private hire there will be one member of trained staff from The Blakehay
- At times when a public performance is being held there will be at least 5 trained staff on duty (only exception would be short notice absences with no cover available)

EOUIPMENT NEEDED TO CARRY OUT EVACUTION PLAN

- Dedicated Communications System to communicate with others around the building
- Phone for staff to communicate with the Fire Service, one another and any related sites i.e. Town Council.

LOCATION OF KEY SAFETY HAZARDS OR FIRE RELATED EQUIPMENT

- GAS SHUT OFF Basement (On the wall to the left at top of stairs, Backstage by Backstage Fire Exit. -Zone 7 & Zone 5
- ELECTRICITY SHUT OFF In the street Firemen know
- LOCATION OF FIRE ALARM PANEL Interior Fire Cupboard to the left of the main front doors (on the wall
 directly on the right) Zone 1

FIRE ASSEMBLY POINT: Grove Park Car Park

ESCAPE ROUTES

- The Main Front Door Door opens outwards, second door needs to be unbolted to allow free exit (2 x steps down to the pavement)
- The Ramped Front Door Wheelchair Ramp, Push bar, doors opens outwards.
- **Theatre Bar Front Exit** Push handle opens outward; second door needs to be unbolted to allow free exit (2 x steps down to the pavement)
- **Theatre Bar Courtyard Exit** Push bar opens outward, from courtyard travel along the side of the neighbours building and push handle gate opens outwards into the front garden and then to the pavement and into the Grove park car park (Accessible).
- Backstage Fire Exit (Audience) Doors open outwards with push bar (level access onto the cobble lane beside the building, turn left to the street)
- Backstage Fire Exit (Performers) Door opens outwards push bar, second door needs to be unbolted when backstage is in use, (level access onto the cobble lane beside the building, turn left to the street)
- **Studios** Through the exit at the top of the foyer and then down the stairs to the foyer or down the corridor toward backstage and down the backstage staircase and out through the stage door.

FIRE ZONES

- Zone 1 Front of House Including; Foyer, Stairs, Landings, Box office, Ladies Toilets & Disabled Toilet.
- Zone 2 Studios 1 & 2 (Studio Theatre)
- Zone 3 Main House & Lighting Box Including; Gantry
- Zone 4 First Floor Backstage Including; Stairs, Corridors, Toilets, Green Room, Upstairs Dressing Room,
 Balcony Stage Left, Balcony Stage Right & Skylight Room.
- Zone 5 Ground Floor Corridors Including; Disabled entrance to Auditorium, Backstage corridors,
 Downstairs Dressing Room, Wing Space & Fire Exit Lobby.
- Zone 6 Theatre Bar Including; Bar, Bar Cellar, Kitchen & Gents Toilets.
- Zone 7 Basement Including; Stairs, Staff Locker Room & Technical Area.
- Zone 8 First Floor Studio Corridors Including studio Stage, Managers Office & Stage Left Balcony



SOUND OF THE ALARM

The sound of the alarm will be a continuous warning siren in the lighting box this also has a red flashing light when the alarm is sounding.

Code Words to be used to avoid panic;

Fire - "Mr Sands is in the (where in the building e.g. 'Kitchen')"

Threat - "Mr Sands Friend is in the (where in the building)"

RAISING THE ALARM

- If the fire is discovered by a staff member, or a visitor notifies a staff member of a fire, the alarm will be raised by: activation of the nearest call point
- If fire is detected by automatic detectors, this will trigger the fire alarm automatically
- WAIT TO HEAR OVER THE RADIO WHICH ZONE IS AFFECTED BEFORE ACTION
- In the event of an emergency evacuation due to anything other than a fire; DO NOT RAISE THE ALARM, follow all emergency procedures without triggering a call point.

DESIGNATED PERSONS TO FIRE MARSHAL ROLES

Before the building is used on any session a minimum of 1 person must be designated to carry out the 'Fire Evacuation Plan'. - Duty Manager

In the event of a public performance a minimum of 5 theatre staff must be designated plus the hirer must be aware of their responsibilities as Designated person 6.

Fire Marshalls, having received training in the evacuation procedure, have designated authority to give direction to those without such training.

During a public Performance;

- Designated Person 1 Duty Manager Theatre Staff
- Designated Person 2 Box Office Theatre Staff
- Designated Person 3 Front of House 1 Theatre Staff
- Designated Person 4 Front of House 2 Theatre Staff
- Designated Person 5 Bar Theatre Staff
- Designated Person 6 Hirer (Designated person backstage)

COMPANY EVACUATION - DESIGNATED PERSON 6 - Designated person 6 can ask for a copy of these procedures when on-site from the Duty Manager.

- Await announcement on Comms where the fire is located and instructions for Evacuation.
- Evacuate the Zone 4 & 5 Stage and all Backstage Areas shutting doors behind you.
- Leave the building shutting doors behind you and meet at Grove Park car Park.
- Inform over the comms that you have swept your zone and are out of the building.
- Ensure all persons from company are accounted for.
- Liaise with Duty Manager or Theatre staff

DISABLED EVACUATION

- All members of staff should complete a PEEPS Form for Personal Evacuation
- There is a sign on the box office window for GEEPS which asks members of the public to inform a member
 of staff if they will have difficulties evacuating the building in an emergency. Please inform the Duty
 Manager or Box Office person of where these people will be sitting if not already in the designated
 wheelchair spaces.
- Wheelchairs and people of limited mobility are evacuated from the building last to ensure that able bodied personnel can evacuate in a timely manner. Designated person 3 for the Auditorium & Designated person 5 from the bar area will stay with these people and their carer and help them to evacuate last.
- From the Auditorium it is best to evacuate through the Backstage Fire Exit (Audience) if possible but please inform them that this is a cobbled stone exit. If this is not suitable and it is safe to do so, please evacuate through the disabled corridor and out the Disabled Entrance at the front of the building.
- From the Theatre Bar it is best to evacuate through the courtyard at the side of the building.
- If it is not possible to remove a disabled person from the building please ensure that they are kept in a safe room far away from where the fire and the doors are closed. Inform the Designated person 1 of the whereabouts of these people so that they can inform the fire brigade on their arrival and then leave the building. Possible rooms would be the Disabled Toilet, Theatre Bar, Disabled Entrance Lobby, and Alcove next to Auditorium Fire Exit.

EXTINGUISHER USE - Fire extinguishers will only be used where:

- Staff have received training and feel confident in their use
- To be able to exit the building if no other safe route.
- Where it is deemed safe to do so i.e. there is a clear means of escape, fire is small

Personal safety always takes priority and, if in any doubt, staff should not attempt to extinguish a fire but to evacuate.

BACK UP ARRANGEMENTS

- If there is an insufficient number of staff available to evacuate and sweep the building the building will not be open to the public (a small number of volunteers may be admitted if they are aware of the evacuation procedure)
- Fire Alarm testing to be carried out weekly
- Fire Evacuation Drill to be carried out twice a year
- There is a separate alert bell which sounds if the fire panel has a problem or the signal to it is interrupted
- If staff are aware that the Fire Alarm should be sounding but is not they will ensure any production sound or music is shut down and then verbally alert people to evacuate the premises



PERFORMANCE HIRES

Additional to our All Hires information, please see additional information for all Performance hires including public and private hires.

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FRONT OF HOUSE TEAM

Our dedicated Front of House team will be provided for all performances and are trained in Emergency Evacuation procedures to ensure the safety of all. They will take charge of evacuating the building in an emergency.

OPENING

The Front of House Team will be responsible for opening the Front of House one hour before all performances and greeting patrons. The Front of house team will be responsible for opening the house 30 minutes before the event with the say so from the Duty Manager.

ANNOUNCMENTS

They will make announcements over the Tanoy system ensuring patrons are seated correctly. They will ensure that all tickets are accounted for and correct numbers are received in case of any emergency situation. They will ensure any late-comers are seated as quietly as possible to ensure that the performance is not disturbed.

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CLOSING

The Front of House team will ensure that the patrons leave the foyer and that the rubbish and cups are collected and removed from the seating area after the performance. Therefore, we require the Auditorium to be clear 10 minutes after the performance.

THEATRE BAR & DRINKS

The theatre bar will be open and staffed 1 hour before performance and during the 20-minute interval. After this, the theatre bar will close. All of our drinks are served in plastic cups and are allowed into the venue during the performance.

MERCHANDISE / PROGRAMMES

The theatre will not be responsible for selling any merchandise or programmes, and will not take any monetary fee for this.

Additional to our standard packages, we offer additional services at an extra cost.

Pre-Hire Technical Meetings

A one-hour pre-meeting at the theatre with our in-house technician is included in the cost, to ensure that any changes or any queries can be discussed before your hire.

Operating Technician

Post Hire Tech

Overtime Charge

The theatre can provide an operating technician for your event, this will be charged per hour for a minimum of 4 hours per technician. Please be aware that a lighting technician will be separate to a sound technician and a visual technician (projection). Cinema (film showing only) this price includes an operating technician for a maximum of 3 hours. After this the charge will be per hour per technician.

Pre-Hire Set-Up

Any alterations to our standard technical rig, curtain set up, layout of room to be ready prior to your hire period will be charged. This must be discussed beforehand with our technicians/ manager before confirming a booking as may affect dates with other bookings.

Any alterations to our standard technical rig, curtain set-up or layout of room must be returned to our set state before the end of your hire period. Failure to do so, or pre-arranged this will be a set rate per day, as may affect other bookings in the venue.

We include a one-hour meeting with our technician. If you require extra meetings with the technicians this will be charged per hour.

Off-Site Technical Meetings
If you require an off-site meeting with our technician (maybe operating tech to come to a

rehearsal) this is chargeable per hour with a minimum of 2 hours per time.

Use of Pyrotechnics

Pyrotechnics are allowed at the theatre with the understanding that these are used safely. All Pyrotechnics must have a Risk assessment and Safe System of Work that must be submitted to the theatre at least 30 days before the event. (The theatre has a general assessment for this with all of the requirements so please contact us for a copy).

This will then be discussed with our Technicians to ensure this is safe before being submitted to our insurers. At any point in this process, if it is deemed not safe to use, they will not be allowed (or an alternative suggestion offered). Confirmation of use of Pyrotechnics will sent to the hirer and test fires must be factored into your time in the building before being used with public.

We understand that sometimes things happen outside of our control, but we ask that you try and manage your time as we do not wish to impose this charge. However, a charge will incur from the time stated on your paperwork for the end of your hire period for all parts of the venue.

Additional to our standard packages, we offer additional services at an extra cost.

O 1 Digital Imagery

If you are unable to provide the required digital imagery requested for your tickets and marketing. We are able to help with this at an additional charge, working with our Marketing officer.

Direct Marketing

The theatre can send a Direct Marketing Email about your show to our database of patrons. This would be exclusively about your show and you would work with our Marketing Officer on when this would go out and the content.

∩ **Z** Social Media Campaign

An extra 4 social media posts (in addition to those 4 included) working with our Marketing officer, which can include behind the scenes or meet the cast.

Ticket Sales Reports

We are able to email you an Event Summary Weekly report (usually a Friday) of your ticket sales, so that you are able to track these. These include additional information such as type of tickets purchased and where the patron heard about your show. If you would like these, please tick the box on the agreement form. These are charged per report sent.

Extra Dressing Rooms (Studio)

Please state if you would like to use our studio as extra dressing rooms (Main House only).

Film License Set-up
If you would like the theatre to source a film for you using our license agreement please let us know.

DAMAGE DEPOSIT RETURN

All companies will be charged a £100.00 damage deposit for all bookings. This will be returned at the end of hire unless any damage is caused to the venue.

Please see below the damage deposit checklist that is used for assessing the return of your deposit (please note that this list is not exclusive to any other issues that may occur and anything above the £100.00 damage deposit return, we will contact you to inform you of the damage occurred.)

- Theatre Technical equipment not put back as found it
- Any Theatre Lamps that have blown (and Duty Manager not been informed)
- Any fixings or tape not removed from the stage
- Anything fixed or attached to the walls (including blue tack)
- Dressing rooms left in a reasonable state (rubbish not in bins)
- Dressing Room chairs must be put back in dressing rooms
- Backstage toilets not left in a state they were found
- · All items bought in by company not removed
- Any damage to the building

HEALTH & SAFETY

Additional to our All Hires Health & Safety, please see below extra Health & Safety requirements for all performances. The Theatre will provide a supervising technician who will be in attendance for the first two hours of your hire to advise upon and show the companies technicians the sound and lighting equipment and all is safe.

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SET & PROPS

Ensure that all set bought into the building is treated with Flambard. Set can not be painted in the theatre and any 'touch-ups' after construction in situ, must be done with the least as possible.

MATERIALS

All flammable materials (including paint) must be removed from the theatre as soon as they are finished with and can not be left overnight. The theatre may refuse to allow any article or appliance which may be considered dangerous or offensive to be brought into the theatre.

PPE / WORKING AT HEIGHT

The company must ensure that all persons involved with the production are wearing appropriate PPE at all times. The company and its persons must produce evidence that adequate working at height training has been undertaken before use of Ladders are permitted.

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HOUSEKEEPING

The company must ensure that all backstage areas, and the stage area are kept clean, tidy and in good working order.

SPECIAL FX

Any effects (including, but not limited to: smoke, pyrotechnics, strobe lighting, open flames, confetti, snow, CO2, Oil, lasers or bubble fluid) may only be used with prior written permission from the Theatre Manager (At least 35 days before the event). YOU MUST provide a full appropriate risk assessment and the details of an experienced handler who will be overseeing their use. If permission is granted, strobe lighting must not operate at more than 5 flashes a second and appropriate signage must be displayed regarding effects.

FRONT OF HOUSE

Front of house is controlled by the theatre and members of the company are asked to keep clear of these areas, toilets are provided backstage for company use.

HEALTH & SAFETY

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COMPANY

ONLY company personnel required for a performance are permitted on the stage or backstage.

STAGE DOOR

Please note ALL company members must enter and leave by the stage door only, members MUST be signed in and out of the building for fire purposes, and an attendance list should be given to the duty manager by the company manager in the event of an Evacuation. The company manager is responsible for the stage door. Parents and Audience members will be directed to the stage door to meet the company.

AUDIENCE

At the end of an event, Audience members will be given 5 Minutes to clear the auditorium before being asked to vacate the area by theatre staff. Only once the audience are clear are members of the company allowed to enter the Auditorium.

04

PRODUCTION CREW

Any production crew or Front of house company wishing to watch the production must ensure that they have a ticket to be able to enter the performance, and be scanned in by the theatre Front of House staff. This is to ensure that we have correct numbers for capacity in case of an Emergency Evacuation.

05

ON-SITE HEALTH & SAFETY BRIEFING

The theatre has provided an onsite Health & Safety Briefing document for companies. Please use this to ensure your company are aware of information once in the venue.

ALL COMPANY ON-SITE HEALTH & SAFETY BRIEFING

Company members are requested to ensure that all cast and crew are given an on-site health and safety talk.

EMERGENCY EVACUATION

- If you see a fire then please activate a fire point
- If the fire alarm sounds, the production will be paused and the Duty Manager will report to theatre staff where this is reported and will inform theatre staff to evacuate.
- You will leave the premises by the stage door and close the stage door behind you and meet at Grove Park
 Car Park. If the emergency is backstage the duty manager will inform the company of this and evacuation
 will be through the front of the building.
- You will do a head count and let either the Duty Manager or a member of theatre staff know that you are all vacated or if there are any issues.
- The duty manager will inform you when it is safe to return to the theatre and have a discussion as to whether to continue with the performance.

HEALTH & SAFETY DO'S & DONT'S

- You must enter and exit the building by the stage door only.
- You are not to enter Front of House at any time.
- The Duty manager will give clearance at the start of shows and after the interval. Company can not come into Front of House until they have had clearance from the Duty manager.
- Fire Exits must be kept clear at all times
- Do not prop open any doors as these are needed for fire purposes. Most doors have automatic closures and these will close when the alarm goes off so do not block these.
- Do not open the Dressing room windows as the windows behind are old and will fall out.
- Do not leave the Mirror lights on when not in use, they do get hot.
- Do not plug anything in that is not PAT tested or leave anything on and unattended.
- Please be careful of the backstage stairs, they are steep and small and old.
- If you need toilet paper etc, please ask a member of staff and we will replace this for you.
- No hot food may be bought into the building and food and drink must only be consumed in the dressing rooms and green room.
- Please use the noticeboards provided for putting up set lists and information and do not fix anything to the walls including using blue tac (or anything similar)
- Please note that there is a small drop at the front of the stage.

TECHNICAL SPECIFICATIONS

It is highly recommended that visiting companies arrange a site visit before confirming agreement.

The theatre has the following expectations of visiting companies.



BEFORE YOUR VISIT

RIDER The Company must provide the theatre with a technical rider detailing scenery, lighting, sound and all technical requirements relating to the production. A draft version must be sent to our technicians no later than one Month after confirming your agreement, with a final version with us no later than fourteen days before your hire begins. Please note: for companies without a technician, a template rider is available within this document.

PRODUCTION MEETING The In-House technician will contact the company to arrange a production meeting with the theatre no later than fourteen days before your hire begins, we highly recommend this meeting be inperson, however for touring shows where this isn't practical an email or phone-call will suffice. Any additions to the technical specification MUST be agreed by Email. All items within our specification are subject to change and are provided as a guide only. Please discuss any specific requirements with the technicians at your production meeting. Use of the Theatre's own lighting and sound facilities are only permitted by prior specific arrangement with the theatre.

DURING YOUR VISIT

SECURITY The Company shall be responsible for all property brought into the theatre (including but not limited to: Costumes, Props, Scenery, Instruments, etc.) It is the company's responsibility to manage access to the theatre via the stage door and ensure access is only granted to those authorised. The theatre will not take responsibility for loss due to unauthorised access via a company – controlled door.



DAMAGED PROPERTY/EQUIPMENT FAILURES At the time of occurrence, the company MUST inform the duty manager of any damage to theatre property or the failure of any theatre equipment (for example, blown lamps/fuses, broken cables etc.)

UPON LEAVING THE VENUE The company must ensure that any property brought into the theatre has been removed and that the theatre has been reset to the same condition it was in at the start of the hire period.

TECHNICAL RIDER

Show Title & Date			
Show Call Time This is the time that yo	our cast should begin arriving prior to the show		
Set			
Sound	Lighting		
Please list everything you're bringing,	Please list everything you're bringing,		
everything you require from the theatre,	everything you require from the theatre, and,		
and, if you're using a house-tech, what you would like provided through the Mix.	if you're using a house-tech, what you would like provided on stage (colours/effects/etc.)		

The Theatre may not be able to cater to all requests, please base your expectations on our specifications. We will alert you of any issues before or during your production meeting.

MAIN HOUSE OVERVIEW

207

199 Fixed Seats, 4 reserved as house seats.

4 Wheelchair / Accessible seats located at the front of the stalls.

7.6m x 7.5m

(measured Centre Stage from back wall to apron)

100mm elevation

Stage features a curved backwall beginning 3.9M from the furthest upstage position, this is also the tab-line, see stage plan.

Additional 1.9M of space between the furthest downstage point and the first row of seating that may be used.

STAGE HEIGHT 4.6M

Measured from stage floor to proscenium, grid height is 4.8M.

ACCESS 1200mm x 1900mm

Access to the venue for scenery is via two sets of double doors down stage right via an alleyway, parking not guaranteed. Access to the wings is no bigger than 600mm with our scene dock area on stage right.

DRESSING ROOMS

4

Two downstairs dressing rooms with interconnecting accessible toilet.

Two Upstairs dressing rooms.

Upstairs Green Room with kettle and two toilets.

An additional two dressing rooms can be available using the studio at an additional charge (depending on availability).

ORCHESTRA / BAND

Off stage space is available on either side of the seating bank. Doors must be kept clear and you must inform the theatre, at the time of booking, so that seats can be blocked out.

MAIN HOUSE EQUIPMENT

SOUND

- X32 Compact House Console By default output busses send to:
- Matrix 1&2: FOH L&R
- Matrix 3&4: Centre Fill L&R
- Matrix 5: Subs (Mono)
- Matrix 6: Recording Line/Show Relay
- Mixbus 1: SL Passive Monitoring
- Mixbus 2: SR Passive Monitoring
- 2x Citronic CM10 passive Wedge monitors fed through our house desk.
- 6x Citronic CM10A active wedge monitors, these are currently not able to be served by our in-house desk.
- 24x8 XLR lines are available from stage to either the lighting box, or the external sound position.
- Various Lengths of XLR may be available on request.
- External sound desk position is situated at the top of the auditorium, please inform the technicians if you require this prior to your arrival.
- Various Microphones are available from the theatre, including 4x Wireless Sennheiser e825s

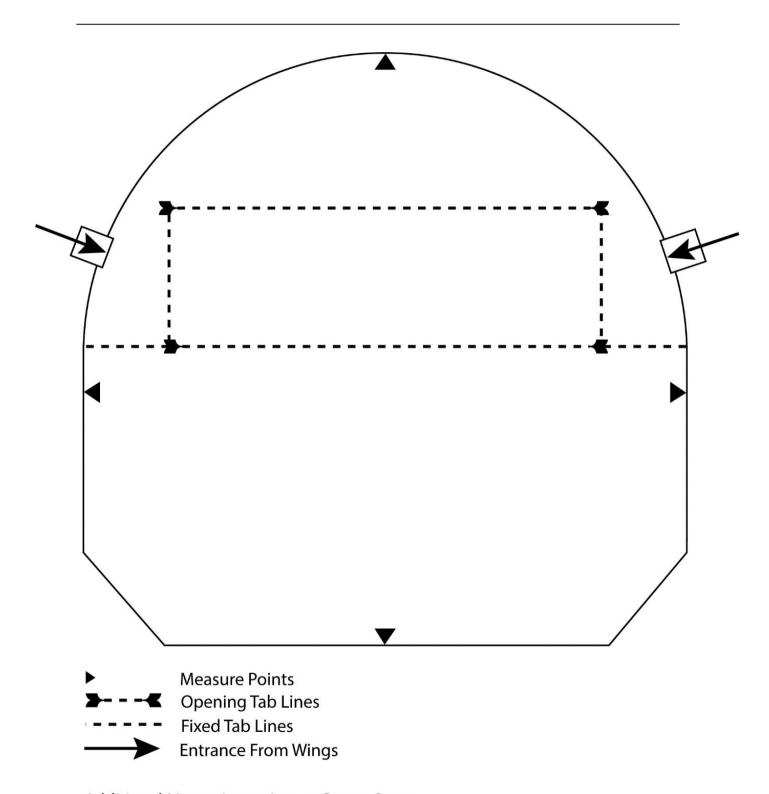
LIGHTING (See LX plot for details)

- Zero 88 FLX48 Lighting Desk
- 36 ways of dimming (6x Zero88 Betapack 3s)
- Open White and L200 cold wash from the theatre gantry
- Open White Balcony Specials
- Open White and L200 Cold Wash from the off-stage Booms
- LED ISRGB Wash from the off-stage booms.
- Open White and L200 side stage slip-light from the onstage truss.
- LED RGBW side stage mini-fresnels, split into upstagedownstage on each side of the on-stage truss.
- Open White and L200 Cold Backlight from LX2.
- ISRGB Wash over entire stage.
- 6 Fusion Spot Max Mk2, 3 on LX2, 3 on LX3.
- Any changes to the venue's LX rig, including adding fixtures and re-colouring must be approved by the technician, and be reset before the company leaves.
- Company must provide their own Gels for recolouring.
 For specific detail about the Theatre's lighting stock please contact the technical team.

ADDITIONAL FEATURES

- Wooden floor, painted black. No rake.
- Black wool tabs along cyclorama.
- Black wool mid-stage tabs aprox.1.5M upstage from the Proscenium.
- Red Tabs set just behind the proscenium operated manually from stage left. Matching pelmet set just in-front of proscenium.
- Companies wishing to bring a show floor should speak to our technical team.
- Audio Show Relay is provided into each dressing room and Stage Right wing from a microphone on the gantry mixed with a direct mix of L&R. These speakers are also used to deliver backstage announcements.
- IR Video Show Relay is provided on both sides of stage.
- Dressing room 1 has XLR and BNC lines leading to the stage right wing for use as a vocal booth/MD position.
- Juliet balconies located on both sides of stage.
- LX Bar across span of gantry, above lighting box with 15 AMP sockets 1-12.
- 3 Fixed LX Bars at 4.8M height, IWB set just behind the tab line with 15 AMP sockets 19-36, see stage plan.
- 4M vertical F34 truss approximately 1M Downstage of tab-line on each side of stage.
- IWB vertical booms approximately 1.5M downstage from the front line with 15 AMP sockets 13-18(SL) and 37-42(SR).
- Various 13 AMP sockets around the stage and in the wings
- 2x 16 AMP sockets in the stage right wing.
- 15AMP Sockets terminate at the lighting box and can be hard patched into one of either the 36 ways of 15AMP Betapack dimming or 12 ways of 13 AMP Hot-power.

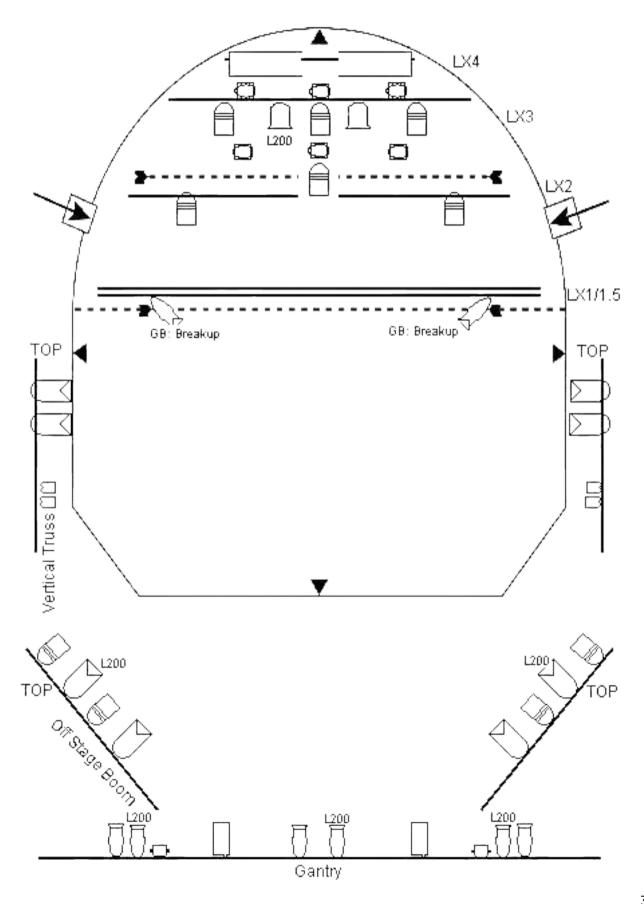
MAIN HOUSE STAGE PLAN



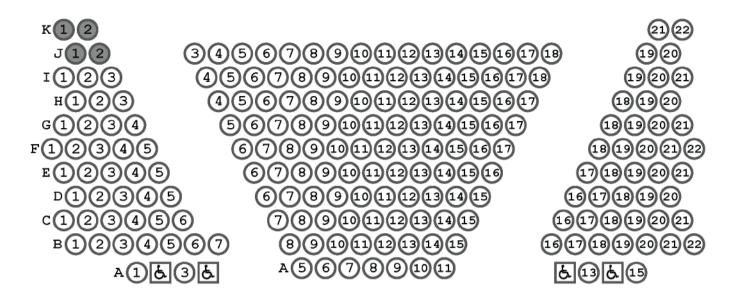
Additional Measuring points at Centre Stage:

From Proscenium Tabs to Mid stage Tabs	1.5M
From Front Line to Proscenium Tabs	3.6M
From Front Line to Stalls	1.9M

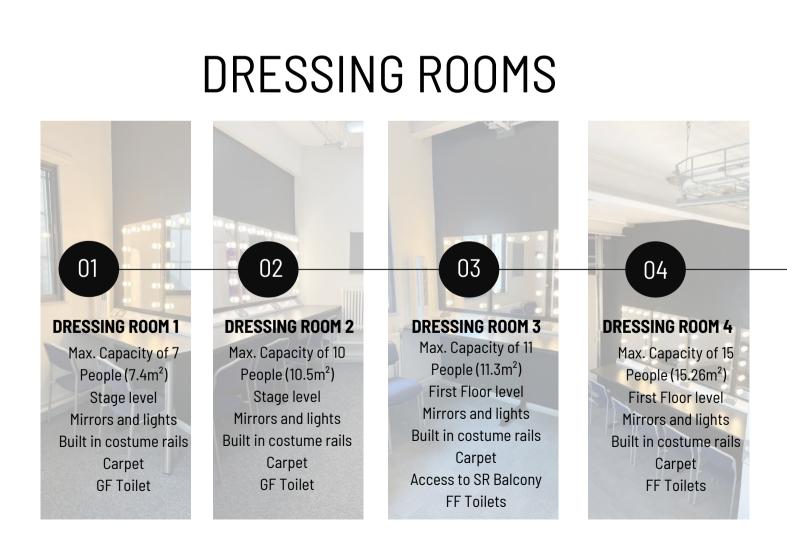
MAIN HOUSE LX PLOT



MAIN HOUSE SEATING PLAN



STAGE



STUDIO THEATRE OVERVIEW

CAPACITY 100 max.

Dependant on layout of chairs.
Flexible layout of seating and cabaret style available
Regrettably, there is no accessible access to this
room.

STAGE SIZE 4.3m x 2.7m

Measured Centre Stage from back wall to apron.

End on proscenium arch stage 640mm elevation The stage height is 0.64m

STAGE HEIGHT 2.7m

Measured from stage floor to proscenium, ceiling height is 3.2M.

ACCESS 800mm x 1900mm

Access to the venue for scenery is via the front of the theatre and up the foyer stairs.

DRESSING ROOMS

2

Two dressing rooms on the same floor as the studio theatre.

Green Room with kettle and two toilets.

STUDIO THEATRE EQUIPMENT

SOUND

- Yamaha DM1000V2 House Console with a default routing to FOH L&R.
- 5.1 Surround sound is available on DVD/Blu-ray playback.
- 2x JBL Control 1 FOH.
- 2x Clever Active rear speakers.
- 1x Alto Professional TX208 Active centre speaker.
- 1x OTX Active Sub.
- 10/4 Stage box on stage right.
- Various Lengths of XLR may be available on request, contact the technical team for specifics.
- Various Microphones are available from the theatre, including 4x Wireless Sennheiser e825s.

LIGHTING (See LX plot for details)

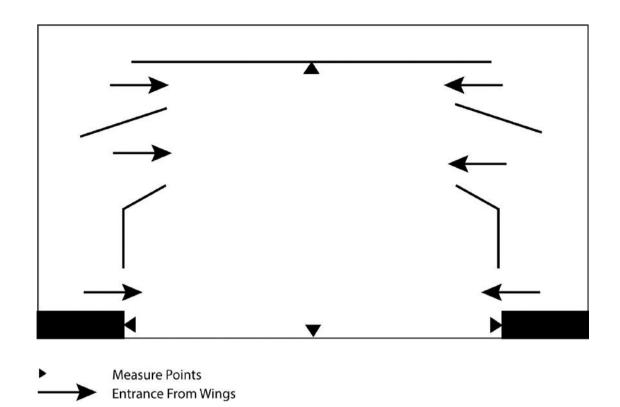
- Zero 88 Jester Lighting Desk
- 6 ways of dimming (Strand Lighting DIG 6 dimmer on a 13 Amp supply.)
- Open white and L200 Cold Fresnel wash 2.9M lights on FOH LX
- RGB LED Houselights.
- Full HD Optima Projector on FOH LX Projector

Additional stock from the Main House may be used from, however this requires prior agreement and may incur additional charges.

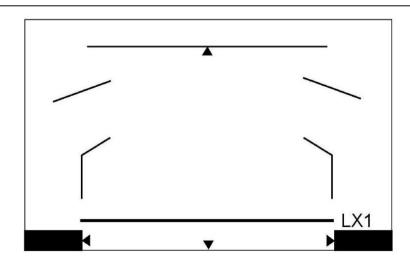
ADDITIONAL FEATURES

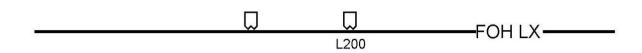
- Wooden floor, painted black. No rake.
- White cyclorama, suitable for front projection when the stage is empty. Can be covered.
- Masked wing space on both sides of the stage.
- A door stage right onto first floor corridor, providing access to dressing rooms and rest of theatre.
- A door stage left leading into the theatre's auditorium. (There is a 640mm Step.)
- Announcements into the space can be made from the Main House lighting box or the box office, there is no paging mic within the studio theatre itself.
- There is no lift access to our first floor, therefore there is no accessible access to our Studio Theatre.
- FOH LX Bar 2.9M from the front line with Sockets 1-6.
- 1 LX bar just behind Proscenium with 13 Amp hot-power at one end.
- Treads are available for access from the stage to the auditorium.
- There is a roof access ladder that cannot be moved in the stage left wing.

STUDIO THEATRE STAGE PLAN



STUDIO THEATRE LX PLOT



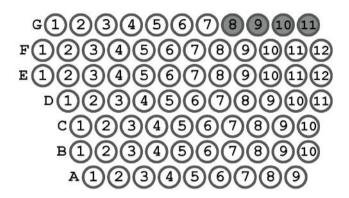


STUDIO THEATRE SEATING PLAN

THEATRE STYLE

J12345678 11234567891011 G123456789101112 F1F23456789101112 E1E234567891011 D1234567891011 D12345678910 C1C2345678910 A1A2345678910

CINEMA STYLE





SCREEN

DRESSING ROOMS





THEATRE BAR OVERVIEW

CAPACITY

50 maximum

Dependant on layout of chairs.
Flexible layout of seating and cabaret
style available

STAGE SIZE 3.1m x 2.2m 100mm elevation

Measured Centre Stage from back wall to front line at deepest point.

Be aware the stage is triangular, please see stage plan for details.

ACCESS 1200mm x 1900mm

Access to the venue for scenery is via two sets of double doors down stage right via an alleyway, parking not guaranteed. Access to the wings is no bigger than 600mm with our scene dock area on stage right.

TECHNICAL

A TV Screen is placed on the back wall of the stage and can be used to connect a laptop for presentations.

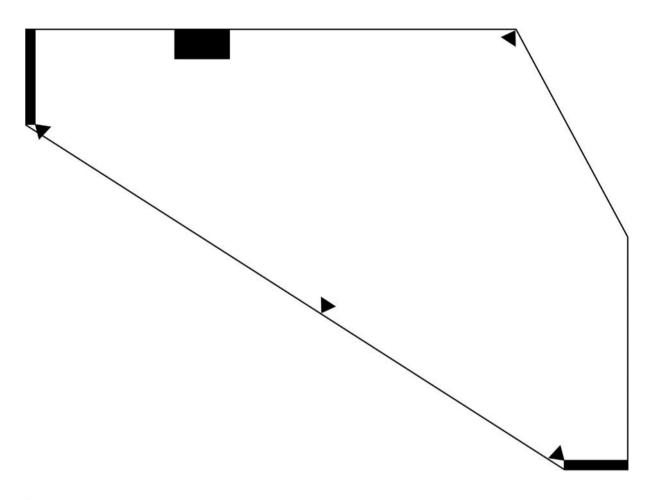
There is no fixed lighting and sound within this venue.

Due to the limited space and capacity of the venue technical arrangements for the bar are made on a hire-by-hire basis.

STAGE HEIGHT 2.4m

Measured from stage floor to ceiling

THEATRE BAR STAGE PLAN



Measure Points



STUDIO CLASS HIRES

Additional to the All Hires Information, please see below information for all public regular studio class hires.

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Please note that there is no

EOUIPMENT SUPPLIED BY HIRER

storage facility at the theatre and

so equipment needed for classes

must be bought in and cleared at

the end of each class. Please see

our Health & Safety for information

on what can and can not be bought

into the studio.

PUBLIC CLASS

A Studio Class hire is defined as a regular public class that is held in our first-floor studio. All Studio Classes are held in our Whole Studio called the Studio Theatre. Classes can run all year around, termly or in courses. These are usually one-hour classes, but you are able to have longer or consecutive classes if you wish.

EQUIPMENT SUPPLIED BY THEATRE

- Full Fresh Air Ventilation System or Heating
- Dimmable LED lighting
- Blackout Curtains and Blind
- 6 x Full length moveable mirrors that can be moved and turned around if not needed
- A small sound system is provided that can be connected through AV or Bluetooth.
- Collapsible chairs (we do ask that these are stacked after use)
- Access to a Water Machine (in the foyer, please provide your own bottles)
- Foyer Toilets.

04

DATES & TIMES

To avoid disruption to your classes, we limit the availability of the Studio to a Monday to Wednesday (day and evening) and a Thursday daytime only. This is due to sound bleed between the studio and main house and the studio is also used as extra dressing room space. However, we do sometimes have performances at other times and so would inform you well in advance if there is any disruption to your class times.

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SET-UP

All classes include a free of charge 15 minute set up and take down either side of your hour class. This may mean a change over from another booking. This then gives you the maximum time to be able to dedicate to your class, and for you to be able to setup before your participants arrive. Please note that the theatre tends to have a Christmas Shutdown period and a Maintenance shutdown period in usually August. We will inform of you of exact dates as soon as we can.

ROOM ONLY HIRES

Additional to the All Hires Information above, please see information for all room hires.

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03

ROOM HIRE

A Room hire is defined as a room for private hire, this can be for a private meeting or workshop, rehearsal, filming etc. Room hires can be held in any of our venue spaces available dependent on your needs and the venues availability.

EQUIPMENT SUPPLIED BY THEATRE

THEATRE BAR

- · Tables and Chairs
- TV that can be used to plug in a laptop for presentations
- Access to the Courtyard
- Drink Refreshments (available on application)

EQUIPMENT SUPPLIED BY THEATRE STUDIO THEATRE/ STUDIO 1/ STUDIO 2

- All studio spaces have a Full Fresh Air Ventilation System or Heating
- Dimmable LED lighting
- Blackout Curtains and Blind (Studio
- 6 x Full length moveable mirrors that can be moved and turned around if not needed
- A small sound system is provided that can be connected through AV or Bluetooth. (Only 1)
- Collapsible chairs (we do ask that these are stacked after use)
- 6 x Round Tables
- Access to a Water Machine (in the foyer, please provide your own bottles)

06

Foyer Toilets

04

EOUIPMENT SUPPLIED BY THEATRE

• Use of the stage only with working lights provided.

MAIN HOUSE

05

EOUIPMENT SUPPLIED BY HIRERS

Please note that there is no storage facility at the theatre and so equipment needed must be bought in and cleared at the end of each booking. Please see our Health & Safety for information on what can and can not be bought into the venue.

DATES & TIMES

Room hires are fitted around performances and so please contact us for availability.

AGREEMENT FORM GUIDELINES

This is for all bookings that includes an Audience and for all venue spaces within the theatre. This includes private and public performances.



Please provide your company name, and address, and contact name and details. These will be entered onto our system and will be the contact for all information required for your booking.

FINANCIAL ARRANGEMENTS

Please note that all invoicing and payments are processed through Weston-super-Mare Town Council and not the theatre. Please see our Financial Information section in this document. The contact address for the finance department can be found at the top of the agreement form.

N Z BACS DETAILS

The BACS details for payment of deposits is shown on your Provisional Paperwork, along with your customer code. Please use this code when making payments to ensure they are coded correctly.

\bigcap $I_{\underline{}}$ Additional charges

Please see our additional charges section in the Performance Hires section of this document and tick here if you would like any of these extra services.

VENUE DATES & SCHEDULE

This is more detail than originally received from your provisional enquiry. The theatre has three performances spaces within the venue and so please tick which space it is that you require.

VENUE

Please note that if you are performing in the Main House and would like to use the Studio as a Dressing room this should be marked in the Additional charges space and not in this section. For more information on what each space has to offer as a performance space, please see Performance Spaces within this document.



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07

DATES & SCHEDULE

- **Get-In** This will be the date and time from which you will enter the building and start bringing in equipment. Company will not be granted access before this as this is when your Public Liability will come into action. Please note that the theatre does not have any storage facilities to be able to store equipment before or after your event.
- **Get-Out** This will be the date and time from which you will have vacated the building, and removed all belongings.
- Running time of Performance + 20-minute Interval We understand that sometimes
 it is not possible to give accurate times in advance. However, this information will be
 used for your tickets to inform public and so please give approximate act timings for
 this. As standard all performances require one 20-minute interval unless discussed
 with the theatre manager previously.

08

AGREEMENT PERIOD AND SCHEDULE

- To help us and you with timings and scheduling to be able to have a great show. We ask
 that you complete the schedule of your shows. Please include a start and end time for
 each section as this will help us and you to ensure that things run smoothly during the
 hire period.
- Hire periods must not exceed 12 hours per day for Health and Safety reasons, and
 please see our Premises Licence in our Licencing section for restrictions on opening
 times of the theatre.
- For performances the Theatre will open Front of House one hour before curtain up and the House will be open 30 minutes before curtain up.
- For multiple Performances per day we require at least 2 hours from curtain down to curtain up between shows. This will enable us to vacate the house of patrons and the front of house, and have a full reset before the next performance.
- Please note that the theatre bar closes after the interval.

09

SPECIALISED PERFORMANCES

Please use this section to let is know if you are planning on any specialised performances, so that we are able to advertise these.

10

ADDITIONAL INFORMATION

Please use this section for any additional information you would like to add in regards to your scheduling and times.

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TICKETS & MARKETING

A Box office service is included in all performance agreements and must go through the box office service supplied by the theatre.

All events will be advertised and marketed through the theatre's publicity channels. If your production is not a public event, please let us know why and then these will not be marketed to the general public.

DIGITAL IMAGERY Companies are asked

Companies are asked to supply the following imagery with their agreement form alongside their show/event title and blurb. These are integral for getting your tickets on sale and all must be received at least one week before your desired 'on sale' date;

- Format; PNG or Jpeg
- Size; minimum of 300 dpi (dots per inch)
- Orientation; Portrait & Landscape

Please note that the theatre is able to help you with your Digital Imagery if you are unable to supply this, at an additional cost.

TICKETS ON-SALE If you would like ticket

If you would like tickets to go on sale on a specific date, please state this here. Otherwise please put ASAP and we will be in touch about the best day and time to launch your tickets for the best impact on marketing for you.

1 /_ NAME OF PRODUCTION

This will be used to advertise your event and will be the name on all publicity and marketing materials.

1 EVENT CATEGORY / GENRE

Please choose from the following **Categories** to ensure that your event is marketed in the best possible way; Then please choose an Event Genre as a sub category.

Business: Conference, Seminar; Training

Comedy: Festival, Live / Stand-Up

Dance: Ballet, Ballroom, Cultural, Modern, Street, Tap, Other

Film: Action, Adventure, Animated, Comedy, Documentary, Drama, Family, Fantasy, Foreign Language, Horror, Music, Musical, Romantic Comedy, Science Fiction, Thriller, Urban, Other

Literature: Conference, Festival, Seminar, Talk, Other

Live Music: Acoustic, Alternative, Brass, Choral, Classical, Country, Cover Band, Dance, Festival, Folk, Jazz, Opera, Pop, Rap, Retro, Rock, Rock and Roll, Showtunes, Soul, Swing, Wood Wind, World Music, Other

Theatre: Burlesque, Cabaret, Comedy, Dance, Drama, Festival, Kids / Family, Musical, Pantomime, Variety, Other

Other 44

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DETAILS OF PRODUCTION

This is a blurb that will be used for your tickets and our advertising. The more information that you add the better it is for helping with marketing.

17 AGE CONTENT AND GUIDANCE If your show is not suitable for a cert

If your show is not suitable for a certain age range due to the content, then please do add this here as this will then be added to your tickets and marketing. Failure to disclose if your production has Adult content may result in the cancellation of your booking.

COMPANY WEBSITE & SOCIAL MEDIA INFORMATION Please add here a link to your website and any Social media to

Please add here a link to your website and any Social media tags you have. This will mean that we will be able to link any events and any social media campaigns to your company accounts. If you also have a hashtag specific for your event, please do let us know so that we will also be able to use this for you.

TARGET AUDIENCE If you know who you ar

If you know who you are targeting as an audience, please let us know here. This will help with more targeted promotion of your event. Examples to put here could be that the show is aimed at Families or people who like History etc.

CAPACITY & CONFIGURATION

To ensure that you have the right amount of tickets on sale, please let us know if you need any company reservations or complimentary seats allocated before tickets go on sale. Please give us the Rows and seat numbers for this, based on our seating plans. Please note that the Theatre reserves the right to four house seats for every performance. For the Main House these are in Row K and Row J seats 1 & 2. For other venues this depends on configuration of the seating and will be discussed with the company.

1 MARKETING

Included in all performance charges are 4 x social media posts; e.g. on sale announcement, 4-6 weeks before, 1 week to go, day before. (Dependant on your audience target this may be over our Facebook or Instagram feeds after discussions with our Marketing Co-Ordinator).



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TICKET PRICING

- The theatre uses TicketSource for all of our ticketing requirements. All tickets must be sold through the theatre (even for private hire).
- Once your booking has been confirmed, our Marketing & Events Co-ordinator will be in touch via email. We will add your event to our ticket system. This will then produce a link and QR code directly to your tickets, which we will send to you via email. We strongly suggest that you add the QR code to any printed publicity.
- Tickets can be purchased online through our website or are available in person from Weston Museum (Tues-Sat 10am – 4pm). The theatre does not run a dedicated box office at the venue. A Box Office service at the Blakehay Theatre will be open 1 hour before any show/event.
- Please note that the theatre does not issue refunds or exchanges on tickets unless the show is cancelled. However, we will resell tickets in the event of a sell-out.
- Once we have sent you a link to your tickets, please do check that all details are correct
 so we can make immediate amendments as necessary. Any changes to the tickets after
 this, will be charged at a set cost, each time that they are altered. This includes
 changes to imagery, blurb, price, date, cancellation or postponement of show (unless
 out of your control).
- Any company complimentary tickets required after your tickets go on public sale, must be booked via email from the company to blakehay@wsm-tc.gov.uk to ensure that we are handling your ticket sales correctly.



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TICKET SALES TERMS & CONDITIONS

The following terms and conditions are communicated with all Ticket sales;

TERMS & CONDITIONS

- a) Please check before completing your booking that you have the correct tickets, as all tickets are non-refundable* or exchangeable. *(Unless the event is cancelled by the venue, when you will receive a refund of the face value of the ticket price.) All of our tickets are supplied as E-Tickets or 'Print at Home'.
- b) Please contact the theatre or Weston Museum directly for tickets if you would like any assistance at the theatre, so that we can ensure that you have a pleasant visit. If you have a service dog, please can you let us know before your arrival.
- c) Please note that Babes in Arms classed as children under two years old are free of charge and will not be allocated a seat (unless stated in literature for that performance). Babes in Arms will require a free ticket that must be collected from the Box Office on arrival.
- d) Please note which venue the event is being held in as the theatre has three venues and our Studio Theatre does not have disabled access.
- e) If you have difficulty with stairs, our seats in rows A & B have flat access into the Main House.
- f) Please note that with time limited priced tickets, that these will need to be paid for within the offer time.
- g) Online purchases do carry a booking fee.

FURTHER INFORMATION

- The theatre box office and bar will open an hour before the start of the event, with the house open approximately half an hour before the start of the event.
- There will be a 20-minute interval during this performance, and the theatre bar will close after the interval.
- Please note that the use of any photographic or recording equipment for this event are strictly prohibited.
- Latecomers may be asked to wait until a convenient break in the performance before being let into the theatre, or may have to wait until the interval.
- Food and Drink must not be bought into the premises.
- The venue is strictly a no smoking or vaping venue, there is a courtyard through the theatre bar that you are welcome to use.

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MAIN HOUSE DYNAMIC PRICING

In line with industry standards, we would strongly recommend using our Dynamic Pricing structure for your event. This promotes equality and diversity, giving people an option to be able to enjoy your performance that may not have done previously.

- The structure of this recommends five tiers in pricing and the theatre has three tiers of seats. We have recommended the lead times in which to put these on sale on the grid, but you are able to adjust these. If you would like some guidance on how to price, please contact us, but please see a recommended example of structure below;
- Please add the dates when you would like these tiers to change and the cost of the tickets you would like to change these too.

Our Accessible seats (Green) are usually priced at the same as our Standard (Blue) Seats.

	TIER 1 (EARLY BIRD)	TIER 2	TIER 3	TIER 4	TIER 5
	(BEFORE 60 DAYS)	(29-60 DAYS)	(15 - 28 DAYS)	(2-14 DAYS)	(DAY BEFORE & ON DAY)
DATES TO & FROM	11/05/24	01/06/24	01/08/24	16/08/24	30/08/24
(Start at 12.05am and Finish at 11.55pm	31/05/24	30/07/24	15/08/24	29/08/24	01/09/24
PREMIUM (Red)	£15.00	£17.00	£18.00	£19.00	£22.00
GENERAL & ACCESSIBLE (Blue & Green)	£14.00	£16.00	£17.00	£18.00	£20.00
STANDARD (Yellow)	£10.00	£15.00	£15.00	£16.00	£18.00





STAGE

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25 ALL TICKETS If you do not wis

If you do not wish to use our Dynamic Pricing and would like all tickets at one price, then please do complete this section of the price.

We would recommend one price for the Theatre Bar and Studio Theatre Venues.

The Studio Theatre seating has two standard layouts the Studio Theatre setup and Studio Cinema setup. Please see the Technical specifications for these layouts. There are some restricted viewing seats in the studio theatre layout, which we would recommend being at a lower price.

GROUP DISCOUNTS

If you would like to have an offer of Group Discounts then we would recommend 'Buy 10 tickets Get 11th Free' or something similar. If you would like an offer for Groups, please let us know.

7 COMPANION TICKET POLICY

As a rule, the theatre does not give 'Carers Tickets' however if you would like to do this, please let us know how many you would like to give and in which seats.

The Main House theatre has four wheelchair spaces in Row A and there are an additional 4 carers seats next to these.

ANY OTHER OFFER

If you would like to offer any other ticket offers on your tickets then please do let us know. We are able to offer;

- 'Password Protected' tickets that you are able to control who can buy tickets.
- 'Restricted Tickets; patrons are only able to buy a limited amount of tickets per transaction.

TECHNICAL INFORMATION

You are welcome to bring in your own operating technician(s) to the venue, included in your price is a two-hour Technicial setup with our in-house technician at the start of your hire time. Also included is either an email exchange, telephone call or Physical meeting with our in-house technician before your event to have a conversation about your event and needs. Our Technician will be in touch about a month before your event start date to arrange the meeting and ensure that everything is in place for your arrival.

In every case, a Technical Rider must be provided by the company to our in-house technician 14 days before the event start date.

For the full Technical Specifications please see this section in this document.

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The theatre has a General Event

The theatre has a General Event Risk Assessment template that can be downloaded from our website. However, anything additional to this, including equipment bought in, set etc must be included onto this and returned to the theatre 14 days before your event. Please ensure that you have read all of the Health & Safety Requirements within this document.

TECHNICAL RIDER
A Technical Rider mus

A Technical Rider must be provided by the company to our in-house technicians at least 14 days before the event start date. A template is available within this document if you do not have your own.

TECHNICAL CONTACT INFORMATION
This will be who our technician contacts ple

This will be who our technician contacts please provide the name, contact email address and a contact number.

COMPANY NUMBERS

If you are unsure of what

If you are unsure of what these will be at this time, please do give us an approximate as these are used for fire evacuation purposes, and then please let us know exact numbers before your event start date.

7 /. SPECIAL FX

Please let us know if you would like to use the following Special FX for your performance as there may be additional paperwork or cost involved in being able to use these that we will need to know before your event.

FRONT OF HOUSE

We are able to supply

We are able to supply one trestle table in our foyer for merchandise, raffles or a display. Please let us know if you would like this provided for you.

- Programme or any merchandise selling must be done by the company and be ready to be in the foyer one hour before curtain up when the theatre opens it doors. The theatre will not take any cut from these sales.
- If you are a large company and would like to pre-order drinks for the company in the interval, we would ask that you let us know. We will send you a current stock list and cost before the event date and ask that you return this to the theatre with the payment before your event, to ensure that this can be provided.



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COPYRIGHT, LICENSING & INSURANCE
It is up to the company to ensure that it has o

It is up to the company to ensure that it has obtained the correct Copyright and Licencing for their performance, and in signing the agreement form this denotes the company's responsibility.

7 PUBLIC LIABILITY INSURANCE

The company must provide a copy of their Public Liability Insurance Certificate up to £5 Million.

LICENCING RESTRICTIONS

Please ensure that you have read and understand the Premises licencing restrictions and are aware of limitations.

FILM LICENCE (STUDIO THEATRE ONLY)

As we have a licence for this room, all public sho

As we have a licence for this room, all public showings must go through our licence providers. This will be an extra charge to ensure that this is correct and will be on an individual basis with discussion with the theatre.

/.

PHOTOGRAPHY & FILMING

The theatre has a strict no filming policy during performances, however if will you be filming or photographing or are happy for the audience to photograph and film, please let us know and ensure that we have a sign at our box office at the event to inform public. There are limited spaces for filming performances and so please do let us know before Tickets go on sale as we may have to block out seats to avoid Health and Safety Hazards or restrictions of view for patrons.

PRS REQUIREMENTS

If you are using any form

If you are using any form of Music in your performance, please do let us know. The theatre does not charge you extra for PRS as a set fee is included in your hire cost, however we do have to make a return each year and so the information does need to be provided by the company at least 14 days before your event. PRS forms can be downloaded from our website at https://blakehaytheatre.co.uk/hirers_info/

1. O BOOKING CHECKLIST & SIGNATURE

Please ensure that you check all of the information contained and sent the deposits (so that we are able to contact the Town Council finance department)

Once your information and deposits have been returned, these will be processed and a confirmation of your booking will be sent to you, we aim to do this within 14 days of receiving your information.

AGREEMENT FORM GUIDELINES

This is for regular public classes held in the Studio.

01

COMPANY CONTACT DETAILS

Please provide your company name, and address, and contact name and details. These will be entered onto our system and will be the contact for all information required for your booking.

02

FINANCIAL ARRANGEMENTS

Please note that all invoicing and payments are processed through Weston-super-Mare Town Council and not the theatre. Please see our Financial Information section in this document. The contact address for the finance department can be found at the top of the agreement form.

For regular classes you will be invoiced 6 weeks before for a month / or term of classes (whichever is easiest). This should look the same as your confirmation as sent to you by the theatre.

Payment for classes must be made at least 30 days before the start of your hire period. (for example; May classes must be paid for at the beginning of April).

03

CANCELLATION POLICY

To avoid losing regular slots, and further to our cancellation policy, regular year around rolling classes will be provisionally held on our system for at least 3 months in advance and provisional paperwork sent to you.

These will automatically confirm 2 months in advance for our finance department to invoice you (unless you inform us). Therefore, you are requested to give at least two months notice of cancellation to avoid charges.

If your class is run termly or as a course then we request you supply term/ course dates 3 months in advance.

If you need to cancel a class due to an emergency, we ask that you inform the venue at least 24 hours notice, so that we are able to inform staff and advertise this on our website, to avoid your participants turning up to a closed building. We will then work with you in trying to be able to reschedule this class for another convenient time.

If it is not possible to contact the venue with at least 24 hours notice, a member of staff will still be provided at the theatre to be able to inform your participants that the class is not running and this charge will be lost. (unless you are able to let us know that you have informed all participants)

04

ADDITIONAL CHARGES

Please see our additional charges section in the Performance Hires section of this document and tick here if you would like any of these extra services.

STUDIO CLASS AGREEMENT



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OF VENUE

All classes are held in our Studio Theatre, please note that there are two flights of stairs and no lift to this venue space.

DATES & SCHEDULE

Please tick if this is weekly class that will run throughout the year.

If this is a term time class (running in line with School term times) please tick here.

If this is a course please let us know how many weeks the course runs for at a time.

Please add the class day, start date and time a class will start and finish (this will be for advertising purposes). Please see our Dates and Times section in this document regarding times and any dates not available.

If you scheduling more than one class, please use the additional information section to let us know about subsequent classes.

7 ADDITIONAL INFORMATION

Please use this section for any additional information you would like to add in regards to your scheduling and times.

MARKETING

All events will be advertised and marketed through the theatre's publicity channels.

O DIGITAL IMAGERY

Companies are asked to supply the following imagery with their agreement form alongside their class title and blurb. These are integral for getting your classes advertised must be received at least one week after your confirmation;

- Format; PNG or Jpeg
- Size; minimum of 300 dpi (dots per inch)
- Orientation; Portrait & Landscape

better it is for helping with marketing.

Please note that the theatre is able to help you with your Digital Imagery if you are unable to supply this, at an additional cost.

1 NAME OF CLASS

This will be used to advertise your event and will be the name on all publicity and marketing materials.

DETAILS OF CLASSThis is a blurb that will be used for your advertising. The more information that you add the





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AGE CONTENT AND GUIDANCE 12

If your class is not suitable for a certain age range due to the content, then please do add this here as this will then be added to your tickets and marketing. Failure to disclose if your class has Adult content may result in the cancellation of your booking.

- **COMPANY WEBSITE & SOCIAL MEDIA INFORMATION** 13
 - Please add here a link to your website and any Social media tags you have.

This will mean that we will be able to link any events and any social media campaigns to your company accounts.

If you also have a hashtag specific for your event, please do let us know so that we will also be able to use this for you.

TARGET AUDIENCE 14

If you know who you are targeting as an audience, please let us know here. This will help with more targeted promotion of your event. Examples to put here could be that the class is aimed at Graduates, children etc.

15 **CLASS COST**

So that we are able to direct people to you, please could you let us know the cost of the class and contact details of how people can sign up and pay you.

16 **COPYRIGHT, LICENCING & INSURANCE**

It is up to the company to ensure that it has obtained the correct Copyright and Licencing for their class, and in signing the agreement form this denotes the company's responsibility.

17 PHOTOGRAPHY & FILMING

The theatre has a strict no filming policy, however if will you be filming or photographing or are happy for the participants to photograph and film, please ensure you have the correct permissions from participants.

PRS REQUIREMENTS 18

The theatre has its own PRS, however you are responsible for reporting any PRS requirements that you use within your classes.

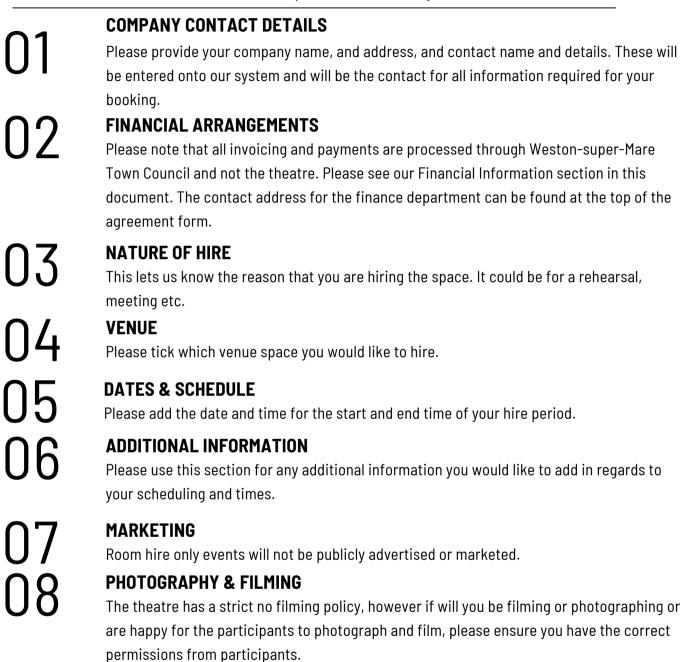
BOOKING CHECKLIST & SIGNATURE 19

Please ensure that you check all of the information contained and sent the deposit payment (so that we are able to contact the Town Council finance department) Once your information and deposit have been returned, these will be processed and a confirmation of your booking will be sent to you, we aim to do this within 14 days of receiving your information.

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AGREEMENT FORM GUIDELINES

This is for private room hire only.



BOOKING CHECKLIST & SIGNATURE

Please ensure that you check all of the information contained and sent the deposit payment (so that we are able to contact the Town Council finance department)

Once your information and deposit have been returned, these will be processed and a confirmation of your booking will be sent to you, we aim to do this within 14 days of receiving your information.

