

Welcome to the Meadowvale Theatre

6315 Montevideo Rd
Mississauga ON
L5N 4G7
905-615-4720

Visit us on line at: Mtix.ca

City of Mississauga facilities are Smoke Free.

The following guidelines for Box Office, Front of House and Technical Services are provided for your convenience. Please retain a copy of this document for your records.

Theatre Bookings

Affiliate groups can reserve the theatre up to two years in advance; all others, one year in advance. Rental rates are subject to annual review and become effective on 1st September of each year. HST is charged on all facility rentals and services.

Deposits for rentals are required and due upon signing of any contract. Deposits are non-refundable. Dates are not confirmed or secured for a client until the contract has been signed and the deposit received. If a contract is cancelled within thirty (30) days of the event, 100% of the contracted rental rate will be due and payable to the City of Mississauga. Accounts due more than 30 days will incur interest.

Lobby and Rehearsal Hall Bookings

These areas are available for use only through contractual agreement and may be rented and in use by different clients on the same dates. Affiliate groups are given special rates for Theatre House and Rehearsal Hall booking combinations.

SOCAN / Copyright

Royalty fees at 3% of Box Office receipts or \$35, whichever is greater, will be deducted from the final settlement if the client does not have a SOCAN licence. SOCAN fees are remitted by the City of Mississauga on behalf of the client for performances using copyright materials. This process does not apply to Spoken Book and Musical performances. SOCAN fees are subject to change.

Video, Audio taping and Photography

A licence must be obtained for the use of videotaping, audio taping and photographing during the performance of a royalty production. This requirement is strictly enforced by Royalty / Rights Agreements, the Copyright Act of Canada, the American Federation of Musicians, the Canadian Musical Reproduction Rights Agency and the Canadian Theatre Agreement.

One videotape can be produced by the production company for archival purposes only. A written statement of purpose and intent must be signed prior to the performance.

Still photography for promotional purposes by an identified photographer may be taken under appropriate circumstances. Similarly, up to two minutes of audio or videotape may be taken for media use.

The Meadowvale Theatre Technical Questionnaire provides additional important information.

Cameras, video cameras and audio recorders are strictly prohibited in the Theatre.

Promotional Materials

Website Address: Mtix.ca

Print materials including “Meadowvale Theatre” must show the address as follows:

6315 Montevideo Rd

Mississauga ON L5N 4G7

If additional space allows, the address may include the following:

6315 Montevideo Rd (west on Battleford and Erin Mills Pkwy)

Mississauga ON L5N 4G7

Box office information must include the following:

Box Office 905-615-4720 Ext 2588

Additional Box Office information may include:

Box Office Hours: Monday to Saturday 12 noon to 3:00 PM

(excluding holidays and holiday weekends)

Meadowvale Theatre reserves the right to review and approve all printed materials before release.

Ticket Sales

All ticket sales are administered through the Meadowvale Theatre Box Office. Tickets are printed at point-of-sale with a current charge of \$0.20 per ticket which is subject to change. Commission on ticket sales is currently 6%. There are no additional ticket processing fees billed to the rental client. Exchange and replacement ticket charges are paid by the customer.

The Box Office is generally open for shows three to four weeks prior to the first performance. Client bulk ticket orders, if required, must be submitted to the Box Office prior to the tickets being put on sale for the general public. Tickets delivered to the client for distribution will be billed as if all sold. Exchanges and refunds to the client are not permitted. Client bulk ticket orders that require customer pick up will be paid at time of pick up.

The Box Office is open 12 noon to 3:00pm Monday to Friday (except on holidays, holiday weekends and seasonal down times) and one and a half hour prior to curtain call. Tickets can be purchased on line at mtix.ca, over the phone or in person at the Box Office using VISA, MasterCard or American Express. In person sales may also include Cash and Debit Card transactions. Ticket requests can also be made by e-mail at meadowvale.boxoffice@mississauga.ca.

There are no refunds on ticket sales. Tickets may be exchanged subject to seat availability for another date of the same performance. All such exchanges will incur a service charge currently set at \$1.25 and subject to change.

Ticket Pricing

The client sets the ticket price and should consider production budgetary requirements and Theatre ticket prices for similar events.

Ticket prices will include both HST and CIF as outlined in the following:

Harmonized Sales Tax (HST)

The City of Mississauga through the Meadowvale Theatre will collect HST on behalf of the client. The client is responsible for remitting HST to the Canada Customs and Revenue Agency.

Capital Improvement Fund (CIF) / Box Office Surcharge

The CIF/Box Office Surcharge is a fund developed for Capital Improvements to the Meadowvale Theatre. Funding for the CIF/Box Office Surcharge is gained through a \$1.50 surcharge per ticket sold. One third (1/3) of the funds collected goes to the Meadowvale Theatre Advisory Board for program related capital improvements and two thirds (2/3) is applied to the Box Office Revenues to offset the cost of capital improvements funded through the Corporate Capital Funding Process of the City of Mississauga. GST and commissions are not payable on CIF contributions.

Free Admission

Events that are classified as 'Free Admission' require ticketed access into the Theatre. CIF charges are not imposed on 'Free Admission' tickets. Ticket printing charges will apply.

Seating

All events require ticketed access into the Theatre. With **General** seating, seats are not assigned as a result of the purchase of a ticket and will be available on a first-come first-served basis for ticket holders. **Reserved** seating events have assigned seating. Seat numbers are clearly printed on tickets once purchased.

Show Times

Standard start times for public performances are 2:00 PM matinees and 8:00 PM evenings. The main doors and Box office are open one and a half hour before each performance.

Theatre Access

Access to the theatre is made through prior arrangement with technical staff and is scheduled under theatre staff supervision. Normal operational hours are between the hours of 9:00 AM and 11:00 PM. Access before or after these hours may result in additional charges to the client.

Concessions

The Meadowvale Theatre is licensed under the L.C.B.O. and provides bar and snack bar services for all Theatre customers and clients prior to and during intermissions of shows and events.

Food and beverages are not permitted in the audience chamber with the exception of bottled water.

The Meadowvale Theatre also has vending services back stage for all performers. Coffee service is available for cast and crew and should be booked one week prior to arrival. All food and beverage requirements are to be supplied by the Theatre where they are in stock. Any other arrangements must be discussed with theatre staff prior to the event. Limited food storage in the Green Room kitchenette area is allowable. Food items found in other areas backstage will be removed by theatre staff and could incur a cleaning charge if excessive.

Alcoholic beverages are not permitted backstage at any time. Smoking is not permitted in the building.

Souvenirs

Sale items such as souvenirs, T-shirts, CD's, books and the like are subject to a 15% gross commission, payable at the time of the event.

Parking

The Meadowvale Theatre is built in a shared facility complex. The West Credit Secondary School owns the parking facility that is available for Theatre use. Customers and clients are advised that there is no parking available adjacent to the Theatre building.

Be also advised that the Fire Route between the school parking lot and the Theatre is often patrolled and heavily fined by Parking control officers. As a public building, there are no circumstances under which Fire and Emergency Service access to either the Theatre or the School can be blocked.

Safety and Security

Safety is to be the number one concern at all times. The client is responsible for providing proper supervision of all cast and crew for the duration of all rehearsals and performances. Typically this will be the Stage Manager who shall work closely with the technical supervisor on duty.

Prior to the event, there shall be discussion around appropriate security measures for rehearsals and performances. As with supervision, the client is responsible for providing all agreed upon security requirements. If, at the discretion of the Theatre staff, there is a need for increased security, the cost of such measures will be charged to the final billing of the client.

Theatre patrons are not to be invited backstage following a performance.

The Technical Supervisor has the final approval on all equipment, effects and staging techniques brought into Meadowvale Theatre by the rental group, including sets, props, and curtains which must be treated with appropriate flame retardant. Please be prepared to supply samples for testing and complete information regarding the products you used.

Meadowvale Theatre follows very strict guidelines that generally do not permit the use of explosives, fireworks, sparklers, candles, open flame, or cigarettes on stage. If a particular effect is integral to your production, this will need to be discussed well in advance of the performance. Where live flame, firearms or pyrotechnics are to be used the appropriate government permits will be required and can require a lengthy application process.

Damage, vandalism and excessive clean-up

Any damage or vandalism incurred or excessive clean-up required as a result of client use will be added to the final billing for the client. It is suggested that the client do an accompanied walk-around the facilities that will be used upon arrival and departure to ensure there are no unexpected cleaning and damage charges at the end of the rental.

Storage

All client property must be removed from the facility immediately following the final performance including sets, props, costumes and personal belongings. A storage fee may be applied to the final billing for items brought in prior to the commencement of the rental contract and for items left at the Theatre beyond the contract termination. Meadowvale Theatre assumes no responsibility for any such items at the end of the rental period. All client initiated deliveries to the Theatre must be scheduled through Theatre staff otherwise acceptance may not be possible.

Meadowvale Theatre assumes no responsibility for any items lost or stolen.

Staffing

Meadowvale Theatre includes eight (8) hours of Technical Supervision and five (5) hours of Front of House Supervision for a single performance after which overtime is charged.

If there are to be two performances in one day, then the rental includes ten (10) hours of Technical Supervision and eight (8) hours of Front of House Supervision.

Please note: The Technical Supervisor is NOT a crew position.

All clients will automatically be assigned a crew consisting of one Lighting technician, one Sound operator and one Flyman/Rigger. If these are NOT required, prior discussion must take place with the Technical Supervisor and all appropriate documentation submitted to the Technical Office five weeks prior to the rental. Depending on the production requirements, additional crew may be hired at the discretion of the Technical Supervisor. These extra staff will be added to the final billing of the client.

In the event that non theatre staffing is to be used for lighting or sound, the client will ensure that all technical volunteers have been assessed, screened and briefed by the Technical supervisor on the use of appropriate equipment, prior to the performance date. The use of such volunteers will take place solely at the discretion of the Technical Supervisor.

The Flyman will always be an assigned theatre technician.

The Control Booth has restricted access and will be limited to technical crew and stage managers only.

Please note: The Front of House Supervisor is not an usher position.

Front of house staffing will include a minimum of three (3) ushers for all performances. If there are more than twenty (20) people in the audience chamber during rehearsals (including parents, friends and cast members) then additional front of house staff will be required and assigned.

Please note: Due to Fire Regulations, the use of stairs to the stage from the audience chamber will require the hiring of two additional ushers per set of stairs or mature volunteers which will then require training prior to the performance.

Meal breaks are a mandatory requirement of the Employment Standards Act. Theatre staff, technical staff in particular and Front of House staff where warranted, will have a one hour meal break between the hours of 11:00 am and 2:00 pm and between 4:00 pm and 8:00 pm. Theatre staff are not paid during this time period.

If the client is NOT able to vacate the building during this time, then a meal infringement charge will be added for affected staff to the final billing.

Please be sure to direct any questions you may have to Meadowvale Theatre Staff:

Roselyn Brown
Manager
905-615-4720 ex 2594

Geoffrey Nantes
Technical Coordinator
905-615-4720 ex 2589

Robin Solomon
Supervisor, Theatre
Client Services
905-615-4720 ex 2586