



Civic
Theatre

Live

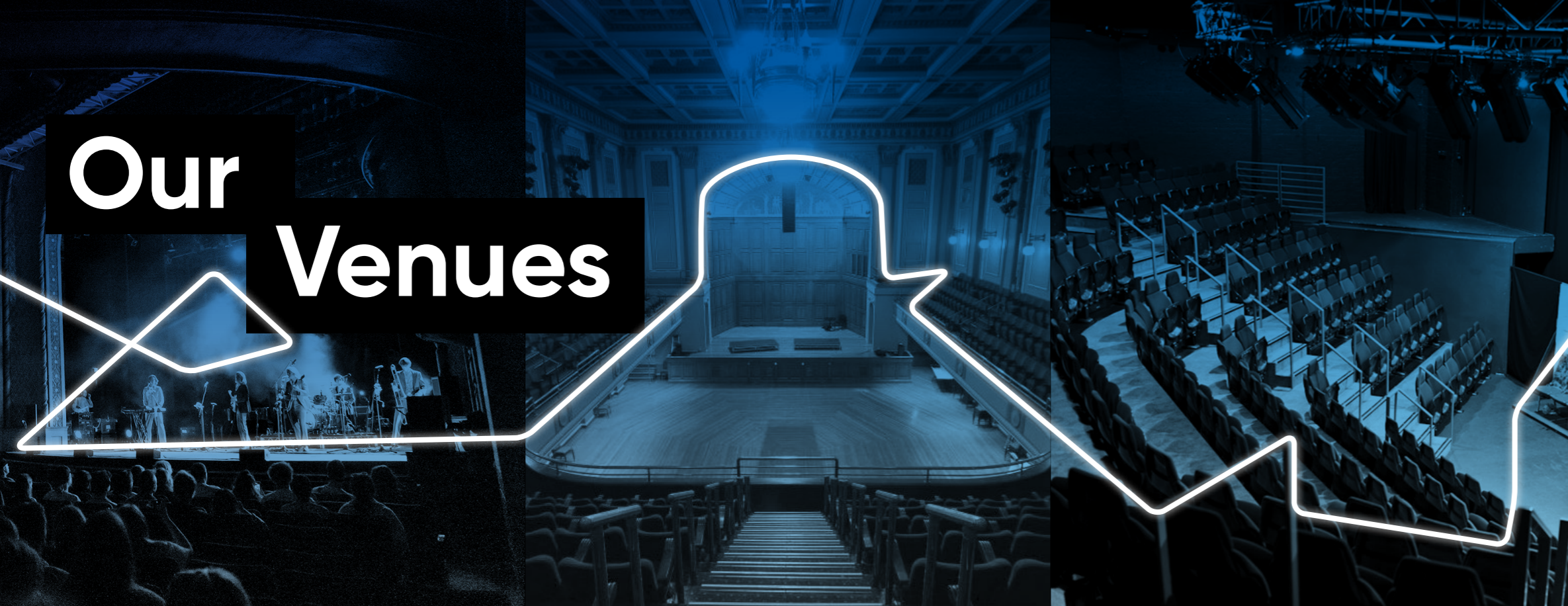
Performance

Information for

Hirers



Our Venues



Civic Theatre

The magnificent Civic Theatre is the heart and soul of live performance in Newcastle. It is a proscenium arch theatre seating 1474 in two tiers (stalls 859, dress circle 615) combining the grandeur and atmosphere of the great picture palaces, with the comfort, technology and professional capability of today.

The Civic Theatre also contains spaces for smaller more intimate functions or VIP events including the Civic Bar and the Promenade Room.

Rates	NFP	Commercial
Daily (Sun - Tue)	\$2,453	\$3,506
Daily (Wed - Sat)	\$3,516	\$5,022
Weekly	\$17,170	\$24,527
Rehearsal	\$1,718	\$2,453

Civic Theatre - Hire rates are based on a 24 hour hire period from 5am on the date of hire to 5am the following morning.

City Hall

The 805-seat Concert Hall at Newcastle City Hall has been acclaimed as one of the finest auditoriums in Australia. It features excellent natural acoustics, air conditioning and lighting. The stalls seat 480 with another 325 seats in the upper level gallery.

Rates	NFP	Commercial
Daily (Mon - Thur)	\$1,628	\$2,331
Daily (Fri - Sat)	\$3,650	\$5,150
Sun	\$2,641	\$3,775

Newcastle City Hall full day hire - more than 5 hours, less than 8 event hours, plus 1 hour bump in. Additional hours are charged pro-rata.

The Not for Profit (NFP) rate applies to registered incorporated not-for-profit organisations or charities, presenting events with community benefit or cultural purpose where the organisation is based in the LGA or can clearly demonstrate a reinvestment back into the LGA community. Does not apply to any other organisation or commercial purpose.

All fees and charges apply to Financial Year 2023/24 and include GST unless otherwise stated.

Playhouse

The Playhouse is an intimate arena style theatre for smaller live performance events. It is a thrust studio theatre seating 179 in raked seating, and with its own rehearsal space. Perfect for community theatre groups, it also provides great audience comfort, uninterrupted vision of the performance space and accessibility.

Rates	NFP	Commercial
Daily	\$471	\$673
Weekly (Mon - Fri)	\$1,554	\$2,219
Weekly (Mon - Sat)	\$1,882	\$2,687

Playhouse - Hire rates are based on a 24 hour hire period from 5am on the date of hire to 5am the following morning.

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Live Performance Rates

Venue hire for Live Performance is charged at the published hire rate, or 11.5% of the net box office, whichever is greater. All fees and charges apply to Financial Year 2023/24 and include GST unless otherwise stated.

Venue Hire Inclusions

- Standard in-house lighting rig including LED fixtures and moving heads
- Standard Cleaning
- Air-Conditioning
- Electricity
- WiFi (subject to availability)
- In-house sound system (Playhouse and City Hall)

Not Included in Venue Hire

- Staffing
- In-house sound system (Civic Theatre)
- Additional cleaning

Staffing

Minimum Call
4 hours

Minimum Staffing Requirements

Civic Theatre	Duty Technician, Stage Door, Front of House Duty Manager & Ushers (1 usher per 100 patrons) Box Office*
Playhouse	Front of House Duty Manager & Ushers (1 usher per 100 patrons)*
City Hall	Front of House Manager & Ushers (1 usher per 100 patrons) Box Office*

*Performances only

Labour Costs

Technical Staff*	Monday to Friday	\$70.00 p/h
	Saturday	\$87.50 p/h
	Sundays, public holidays & overtime	\$140.00 p/h
Customer Experience (FOH) Staff*	Monday to Friday	\$65.00 p/h
	Saturday	\$81.25 p/h
	Sundays, public holidays & overtime	\$130.00 p/h
Merchandise Staff*	Monday to Friday	\$68.00 p/h
	Saturday	\$85.00 p/h
	Sundays, public holidays & overtime	\$136.00 p/h
Box Office Staff*	Monday to Friday	\$68.00 p/h
	Saturday	\$85.00 p/h
	Sundays, public holidays & overtime	\$136.00 p/h

Meal penalty incurred if staff work in excess of four (4) consecutive hours without an appropriate break.

Additional Cleaning

Additional Cleaning	Monday to Friday	\$63.00 p/h
	Saturday	\$78.75 p/h
	Sundays, public holidays & overtime	\$126.00 p/h

Programs and Merchandise Sales

Commission Rate	A sales commission of 12% of gross sales will apply to all merchandise sales
Selling Policy	The Civic Theatre Newcastle will provide selling staff at the cost of the hirer
Deliveries	Please contact Melissa Damstra to coordinate deliveries mdamstra@ncc.nsw.gov.au

All fees and charges apply to Financial Year 2023/24 and include GST unless otherwise stated.



Bond

A Bond may be charged between the amount of \$500.00 and 100% of the venue hire fee, as specified in the Fees and Charges. The bond is refundable subject to the Terms and Conditions of the Hire Licence (GST N/A).

Additional Fees and Charges

Hired in Equipment or Services	Cost +15%
St Johns Ambulance	\$224 per performance
Industry Service Fee (ISF)	(see below)

ISF Fee

Civic Theatre	\$200.00 per performance
Playhouse	\$41.00 per performance
City Hall - Concert Hall	\$122.00 per performance

Security Deposit

A deposit will be payable within 14 days from invoice date, for the following amount:

Live Performance Bookings (up to \$5,000)	100% of total venue hire up to \$5,000
Live Performance Bookings (\$5,000 – \$10,000)	\$5,000
Live Performance Bookings (\$10,000 – \$40,000)	\$10,000
Live Performance Bookings (\$40,000 and over)	25% of total venue hire

Security

Security staff will be provided on request by the hirer or as deemed necessary by Civic Theatre management. Security staff will be charged to the hirer at cost + 12%.

All fees and charges apply to Financial Year 2023/24 and include GST unless otherwise stated.

Civic Theatre Ticket Office

Civic Theatre Newcastle is the authorised seller for all tickets to City of Newcastle venues – Civic Theatre, the Playhouse and City Hall Concert Hall. We also have the capability to sell tickets for any production or event at any venue through our experienced team of dedicated ticketing staff.

With our own in-house ticketing system and a team of experienced, dedicated ticketing staff, to manage it, we have developed a keen understanding of our customers motivations and behaviors and how best to engage them. Combined with our local knowledge, we are expertly placed to connect our hirer's product with the Newcastle community.

The Civic Theatre Newcastle is a member of Live Performance Australia, the peak body representing the live performance industry and operates under the LPA Ticketing Code of Practice (Consumer Code).

Location

The Civic Ticket Office is located inside the Civic Theatre Foyer: 375 Hunter Street, Newcastle NSW

Opening Hours

Phone lines: Weekdays, 9am to 5pm

Ticket Office Counter: Weekdays, 9am to 3pm and 2 hours prior to a performance

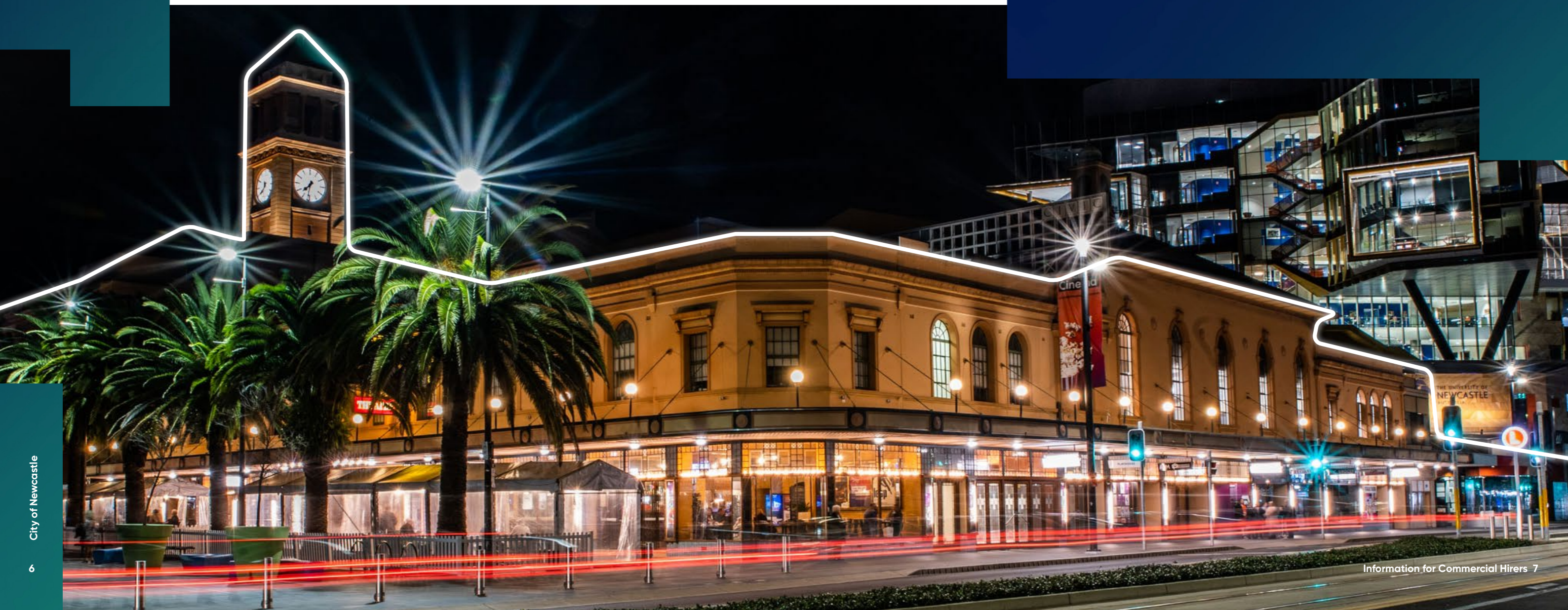
Playhouse and City Hall Ticket Counter: Open in the foyer 1 hour prior to a performance

Tickets are available online 24 hours a day.

Contact

For customer ticket sales enquiries please contact us on 4929 1977 or civicticketoffice@ncc.nsw.gov.au

For promoter ticketing support and service enquiries please contact us ticketingservices@ncc.nsw.gov.au



Ticketing Fees & Charges

Booking Fee

Commercial rates

Promoter Net	Booking Fee
\$0.01 - \$25.00	\$3.50 per ticket
\$25.01 - \$50.00	\$5.50 per ticket
\$50.01 - \$75.00	\$7.00 per ticket
\$75.01 - \$100.00	\$8.00 per ticket
\$100.01+	\$9.00 per ticket
Zero price tickets	\$1.00 per ticket

NFP rates

Promoter Net	Booking Fee
\$0.01 - \$10.00	\$1.75 per ticket
\$10.01 - \$25.00	\$2.50 per ticket
\$25.01 - \$50.00	\$4.00 per ticket
\$50.01 - \$75.00	\$5.75 per ticket
\$75.01 - \$100.00	\$7.25 per ticket
\$100.01+	\$8.50 per ticket
Zero price tickets	\$0.75 per ticket

Merchant Fee

1.15% of ticket face value on all tickets sold.

Transaction Fee

A Transaction fee applies **per transaction** to all Internet and Call Centre bookings.

Settlement of Box Office Receipts

Please allow 15 working days from the performance date to receive settlement documentation & payment/invoice.

Ticket Delivery Method	Civic Theatre Ticket Office Transaction Fee
In person purchase	\$0.00
Care of Box Office	\$4.00 per transaction
eTicket/Print@Home	\$4.00 per transaction
Mail	\$5.00 per transaction



All fees and charges apply to Financial Year 2023/24 and include GST unless otherwise stated.

Catering & Riders

Catering

There is a contemporary cafe and bar located within the Civic Theatre. It is open weekdays from 7.30am until 2pm and evenings when a show is on in the Civic Theatre.

The cafe caters for all pre and post-show functions and performance riders. The menus have been designed to meet every occasion or budget and can be tailored to address any specific food requirements. Cafe staff can also assist in selecting wines to match your food choices or can create a specific drinks package for you and your guests. The bar is also open one hour prior to performances offering a selection of premium beverages and theatre snacks.

We are also able to provide bar facilities in the Playhouse & Newcastle City Hall.

Riders

Civic Theatre, Playhouse, Newcastle City Hall

Please contact the Food and Beverage Coordinator to organise your catering and rider requirements.

Michael Steel - Food and Beverage Coordinator

Phone: 02 4974 2163 Mobile: 0404 216 613
Email: msteel@ncc.nsw.gov.au



Venue Hire Process

Marketing Services

Contact our venue hire coordinators on: (02) 4974 1461 or email venuehire@ncc.nsw.gov.au.

Venue availability

For **Civic Theatre Newcastle** and **City Hall Concert Hall** bookings, the calendar opens to hirers 24 months from the date of enquiry. If your enquiry is relating to a date beyond this time frame, consideration is at the discretion of Civic Theatre Newcastle management. For **Playhouse** bookings, calendars open as follows:

Booking Length	Calendar Opens
4+ Days	24 months from enquiry
2 – 3 Days	18 months from enquiry
Single Day	12 months from enquiry

Applying for a pencil hold

Venue hire enquiries must be received in writing via email, stating a production title. This mechanism provides for transparent receipt of enquiry date and time data. Further details about the production may be requested at this time and prior to accepting a pencil hold.

A pencil hold is **not** a confirmed booking and does not create a Venue Hire Licence, or agreement to hire the venue to the applicant. It only establishes a priority system for pencil holders for the venue on the pencilled dates for their event.

If there is a change to the production from when the original pencil hold was made, Civic Theatre Newcastle management reserves the right to release the date or demote it to the back of the priority queue as it may impact on other scheduled events or other pencil holds with the next priority.

If pencil holds for rehearsal days are requested during peak theatre operating times (Thursday – Saturday), approval will be at the discretion of Civic Theatre Newcastle management.

Confirmed Bookings

A booking is confirmed when we receive your signed copy of the Venue Hire License and payment of the Security Deposit. Confirmed bookings will typically go on sale up to 10 business days after a completed ticketing questionnaire has been received.

Cancellation of a Booking

Within 180 days of the performance, the Hirer forfeits the full deposit amount.

The Hirer is also liable for a Ticket Refund Service Fee for each ticket sold prior to the time of that cancellation being received by The Civic Theatre Newcastle in writing as well as a labour charge for ticketing refunds (minimum of 4 hours).

More than 180 days from the performance, the Hirer will forfeit \$250.00 of the deposit.

The Hirer is also liable for a Ticket Refund Fee equivalent to the booking fee for each ticket sold prior to the time of that cancellation being received by The Civic Theatre Newcastle in writing as well as a labour charge for ticketing refunds (minimum of 4 hours).

Public Liability Insurance

Hirers are required to provide a copy of their public liability insurance certificate of currency with a minimum coverage of \$20 million and Newcastle City Council noted as an interested party at the time of confirmation. The Civic Theatre Newcastle reserves the right to not permit this event to proceed without sighting and confirming a certificate for Public Liability coverage for the event.

We love live performance and look forward to helping you present a successful and professional event in our venues from pre-sale to curtain call.

Complimentary

Civic Theatre Newcastle provides a variety of complimentary venue marketing to assist with your event promotion including:

- Dedicated show page and booking link on civictheatrenewcastle.com.au
- Civic Theatre website promotion on announce
- Civic Theatre Facebook and/or Instagram on sale announcement
- Ticket Office phone & customer sales
- Listing on the City of Newcastle's Whats On event website

Additional Paid Services

Additional paid services including eDMs, venue promotions, advertising, PR and large-scale signage available on request and subject to availability. Please contact our Live Performance Audience Development Officer (details p15) to request a quote or to receive more information.



Venue Specifications

Civic Theatre

Backstage facilities,
access & crew parking (limited)

Access via stage door (Hunter Street)
and loading dock (Christie Street)

Green Room/ Production Office

Dressing rooms x 11

Mezzanine Level

Back of house capacity
of 150 artists and crew

For comprehensive and up to date technical specifications please click [here](#).

City Hall - Concert Hall

Backstage facilities,
access & parking (limited)

Access via Christie Street &
King Street

Stage is Located 1 floor up
from street level

Dressing rooms x 3

Lift access

Playhouse

Backstage facilities

Access via stage door
(Hunter Street)

Loading Door (Hunter Street)

Stage is Located 1 floor up from
street level

Rehearsal/dressing room

Lift access

Deliveries

Unless alternative arrangements are made, all hirer's equipment must be delivered on the day of occupancy and removed at the conclusion of the event

Hirer Parking

Limited parking is available for hirers of the Civic Theatre and City Hall for loading activities, and during your stay. Parking is only available for Playhouse hirers to facilitate load in & out activities, no parking is available for the duration of your stay. You require to display a valid parking permit.

Wheelchair access

Civic Theatre

Stalls only - ground floor, raked floor. There is no lift access to the Dress Circle.

Playhouse

Lift available to stage and auditorium. Seating in Row F.

City Hall

Lift available to stalls only - flat floor. No wheelchair seating in the Gallery.

Hearing impaired

The Concert Hall and Civic Theatre hearing loops can be turned on by prior arrangement only. The Playhouse does not possess a hearing loop.

Smoking

The Civic Theatre, Playhouse and Newcastle City Hall are non-smoking venues. Smoking is prohibited inside the venues, including backstage and foyer areas, and not within 5 metres of Stage Door.



Venue Hire Contacts

Jordan Campbell
Venue Hire Coordinator
02 4974 2162
jcampbell@ncc.nsw.gov.au

Mardi Osborn
Ticketing & Sales Coordinator
02 4974 2073
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Lachlan Thomas
Technical Production Coordinator
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technicalservices@ncc.nsw.gov.au

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Civic Theatre Manager
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Live Performance Audience Development Officer
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Michael Steel
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msteel@ncc.nsw.gov.au

Melissa Damstra
Customer Experience Coordinator
02 4974 2544
mdamstra@ncc.nsw.gov.au

For more information visit
civictheatrenewcastle.com.au/Venue-Hire

For enquiries please call 4974 1461 or email
venuehire@ncc.nsw.gov.au



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