

**Staff Contact information:**

- Scott Carpenter, Yates Theatre Coordinator  
403-393-6131, [scott.carpenter@lethbridge.ca](mailto:scott.carpenter@lethbridge.ca)
- Ken Lowenberg, Yates Theatre Technical and Maintenance Specialist  
403-315-9405, [ken.lowenberg@lethbridge.ca](mailto:ken.lowenberg@lethbridge.ca)

**Booking**

- All booking inquiries should be directed to the Yates Theatre Coordinator or such other individual as the City may advise.
- You must designate and provide contact information for one person who will be responsible for all booking and technical decisions.
- You are responsible for checking your own booking for accuracy and communicating the details to everyone involved in your booking, as applicable.
- All bookings are non-transferable.
- Use of the facility shall be confined to the date(s) and time(s) stated on your booking confirmation. Any changes must be made at least two weeks prior to the start of your booking. Changes less than two weeks in advance of your booking may not be possible and are subject to City approval.
- Rehearsals (except for technical rehearsals) can be bumped by performances, causing the need for rescheduling. Every effort will be made to provide as much notice as possible.
- Out-of-town/Touring Groups:
  - A 20% non-refundable deposit is required at the time of booking to confirm your theatre space.
  - Out-of-town/touring groups must use the Ticket Centre to sell tickets.
  - Please ensure the name of your contract with the Ticket Centre is the same as the name of your contract with the Yates Memorial Centre.
  - The VisitLethbridge.com Arena operates the Ticket Centre. Please contact Natalie Mehew at 403-320-4225 or [natalie.mehew@lethbridge.ca](mailto:natalie.mehew@lethbridge.ca) to arrange your ticketing. The Ticket Centre requires at least two weeks' notice prior to your desired on-sale date.
- Local Community Groups:
  - If you use the Ticket Centre to sell your tickets, a 20% non-refundable deposit is required at the time of booking to confirm your theatre space. Please ensure the name of your contract with the Ticket Centre is the same as the name of your contract with the Yates Memorial Centre.

- If you sell your own tickets, a 50% non-refundable deposit is required at the time of booking to confirm your theatre space.
- If you cancel less than 30 calendar days before your booking or if you do not show up for your booking, you will be invoiced for the full remaining rental charge owed. For bookings governed by the Joint Use Agreement, failure to show up for time booked will result in 50% of the community rate being charged for booked but unused time.
- Holding and challenging dates:
  - Holds for dates are ranked by 1<sup>st</sup> hold, 2<sup>nd</sup> hold, 3<sup>rd</sup> hold, etc. Ranks are assigned in the order of which they are received. If a hold is challenged, the 1<sup>st</sup> hold will be contacted, and a booking commitment and the applicable non-refundable deposit will be requested. The deposit must be received within five business days of the challenge, or the hold is lost. If the 1<sup>st</sup> hold client forgoes commitment or fails to respond within five business days of the challenge, the option moves to the next hold client in order until a commitment is made. If all holds are released, the successful challenger will be required to immediately pay the applicable non-refundable deposit to secure the dates.
- Statements of accounts are mailed monthly by the City and must be paid by the end of each billing month unless a booking is being paid through a settlement with the Ticket Centre.
- Yates Memorial Centre fees are payable by Visa, Mastercard, or AMEX to the City of Lethbridge, attention Community Services Department, in person at City Hall, online, or over the phone to the Yates Theatre Coordinator.
- The City reserves the right to alter any or all provisions of the booking or to cancel it in its entirety at any time. You shall be provided with notice of such action as soon as possible.

### **Technicians and Equipment**

- A performance or event is assigned one technician for the duration of the booking. We will do our best to ensure the technician assigned to your booking has the appropriate skillset to meet your needs. Additional technicians can be requested at an additional charge and are subject to availability.
- Please communicate your technical requirements to the Theatre Technical and Maintenance Specialist at least two weeks in advance of your booking. If you have complicated or unique technical requirements or requests, please contact the Theatre Technical and Maintenance Specialist at least four weeks in advance of your booking.
- While we endeavor to provide you with the same technician for the duration of your booking, this may not always be possible for bookings that exceed eight hours or for multi-day bookings.

- The Yates Memorial Centre is a large facility. If, during your booking, you cannot locate your technician, please contact them by phone. Contact phone numbers are provided to you on your backstage orientation sheet, or you can call the Theatre Coordinator.
- Please consult the Yates Memorial Centre Technical Package for a full list of equipment available at the facility. Not all equipment listed in the Package may be available for your booking due to usage by another booking elsewhere in the facility, maintenance/repair, etc. Users requiring equipment beyond what is available at the facility at the time of your booking are responsible for rental and transportation of equipment to the facility.

### **Facility Usage**

- You are responsible for the behavior of your performers and/or event participants while they are in and around the facility. Individuals acting in an inappropriate or belligerent manner will be asked to leave the facility.
- You must follow and abide by all applicable City policies, including any directions given to you by City staff regarding your booking and the use of your booked space.
- Children are not to be left unsupervised in the facility. They must remain in booked spaces and be accompanied by a parent/guardian/teacher. For school bookings, school-mandated supervision ratios must be observed.
- Please do not prop open any interior fire doors or exterior facility doors.
- A code for the Yates stage door is available during your booking. To receive a code, please contact the Theatre Technical and Maintenance Specialist.
- Bulletin boards are provided backstage for signage. If you must tape anything on the walls, please use painter's tape and do not hang anything on decorative walls (i.e., wood veneer walls in the mezzanine). Repair costs to damaged walls may be charged back to the group renting the facility at the time of damage.
- For more information on parking and loading, please consult the Yates Memorial Centre Technical Package.
- A shared Props Room is in the basement of the Yates Memorial Centre. The Props Room is managed by New West Theatre. Any user wanting to borrow or access props must set up a meeting with New West Theatre. For more information on the Props Room, please contact Melissa Caddick at [melissa@newwesttheatre.com](mailto:melissa@newwesttheatre.com).

### **Front of House: Out-of-town/Touring Groups**

- The City will arrange front-of-house staff including ticket-takers and security at your expense. You will be billed the contracted rate for front-of-house staff plus a 5% administrative fee.

### **Front of House: Local Community Groups**

- The City can arrange front-of-house staff, including ticket-takers and security, at your expense. You will be billed the contracted rate for staff plus a 5% administrative fee.
- If you choose to provide your own ticket-takers, you shall name at least one person to act as Lead Usher/Front of House Manager during your booking. This person will be responsible for coordinating safe audience evacuation during a performance in case of an emergency, at the direction of the Technician on duty. This person must arrange a meeting with the Theatre Technical and Maintenance Specialist at least two weeks in advance of the first performance in your booking. This person must acknowledge to the City that they have been briefed on their duties by signing an acknowledgement form during the meeting with the Theatre Technical and Maintenance Specialist.
  - If you use the Yates Theatre, you must supply at least four ushers, at least two of whom must remain in the auditorium with the audience for the duration of each performance/event.
  - If using the Sterndale Theatre, you must supply at least two ushers, at least one of whom must remain in the auditorium with the audience for the duration of each performance/event.
- The City is not responsible for providing event security unless you request and pay for the services. You cannot provide your own event security. Contact the Yates Theatre Coordinator to request event security. You will be billed the contracted rate for security staff plus a 5% administrative fee.

### **Health and Safety**

- You assume full responsibility for the health and safety of all participants in your booking. This includes on-stage and off-stage participants, and audience members.
- In case of an incident or accident during your booking resulting in injury to a person, damage to property, or potential reputational risk to the City, you must immediately report the incident to the Technician on duty or to the Yates Theatre Technical and Maintenance Specialist.
- You must follow all provincial public health guidelines in place at the time of your booking.
- You are responsible for performing hazard assessments for your sets, props, costumes, lighting, sound, special effects, etc. These should be undertaken at the design stage and progressively as required throughout construction, rehearsal, installation, performance and strike.
- If your booking involves the use of hazardous materials, hazardous equipment, and/or involves hazardous actions, you must provide the City with a safety management plan that at minimum contains a documented hazard assessment compliant with Part 2 of the

Alberta OHS Code that describes the hazards related to your booking given the methods, tools, equipment, location, and people who will be involved. The hazard assessment should also include the controls that will be used to mitigate the risks related to the hazards. This plan must be provided to the City for approval at least 30 days prior to the start of your booking.

- The City reserves the right to refuse use of hazardous materials, hazardous equipment, and other hazardous actions that pose risks to public and/or facility safety at the Yates.

### **Set Design and Construction**

- If you will be building and installing a set, set design and construction must adhere to the Alberta Safety Codes Act, Occupational Health and Safety Act, and any applicable regulations and standards, including the Building Code Regulation and the Occupational Health and Safety Code, and must be informed by best practice guidelines found in Theatre Alberta's [Safe Stages](#) occupational health and safety resource. Designers, technical directors, and/or scenic carpenters should have an intimate understanding of building standards and codes, and the reasons for their existence.
- If your set design involves any built structures, hanging, and/or use of the orchestra pit, a preliminary but comprehensive set design must be submitted to the Yates Theatre Technical and Maintenance Specialist at least 60 days prior to the start of your booking. The City will provide an initial response within ten business days.
  - If you are using the orchestra pit, you must include within your booking 4 hours of time for removal of the pit cover panels and 4 hours of time for reinstallation. Removal and reinstallation will be completed by City staff, and you will be charged at cost for the additional labour required to remove and reinstall the pit cover panels.
  - If you are using the orchestra pit, you cannot remove or modify the front audience-facing panels.
- You can attach set pieces to the Yates and Sterndale stage floors only. Any other attachments to building structures or the installation of set pieces that could impact building systems require City review and approval.

### **Theatrical Haze**

- Non-toxic theatrical haze can be used in the Yates Theatre. You must keep the doors from the stage to the backstage hallways closed while haze is in use to prevent the hallways from filling with haze which may set off the fire alarm system. If triggered, the fire alarm system will disrupt all activities in the Yates Centre.
- Use of non-toxic theatrical haze is not permitted in the Sterndale Studio Theatre. There are particulate detectors in the ducts in that Theatre that cannot be disabled. They are part of the fire alarm system and, if triggered, will set off the alarm, interrupting all activities in the Yates Centre.

## Painting

- The Yates Theatre and Sterndale Studio Theatre stages may be painted. If you choose to paint the stage, you must repaint the stage prior to the end of your booking or pay the Yates staff to repaint the stage prior to the end of your booking. It takes approximately three hours to repaint either stage with one person.
  - If you repaint the stage yourself, you must provide all labour and materials necessary to repaint the stage. The City will purchase the paint at your expense. Four gallons of paint will be purchased and billed at cost.
  - If you request that the Yates staff repaint the stage, you will be charged the rehearsal rate for three hours of your strike booking to recoup labour and materials charges incurred by the City.
- Any damage caused by the user because of painting the stage will be billed back to the user at cost.
- The entire stage must be repainted black regardless of how much of it was painted to ensure the stage is left in a neutral and uniform state for future users.

## Workshop

- If you have a booking at the Yates Centre, access to the Yates Memorial Centre Workshop can be provided if requested. A Waiver, Release, Indemnity and Hold Harmless form must be signed prior to using the Workshop. Please contact the Yates Theatre Technical and Maintenance Specialist to request access to the Workshop.

## Insurance

- The City requires facilities renters to have liability insurance for a minimum limit of \$2,000,000 with the City of Lethbridge named as Additional Insured. The City has access to an online insurance portal through which facility users can purchase coverage at affordable rates. You also have the option to contact your own insurance broker or use other online resources to obtain coverage. A certificate of insurance evidencing coverage shall be provided to the Yates Theatre Coordinator prior to the start of the booking.

## Catering, Bar Services, and Concessions

- Catering: For information on catering available through the City's Entertainment and Event Services Support Department, please contact Caren Christianson at 403-320-3103 or [caren.christianson@lethbridge.ca](mailto:caren.christianson@lethbridge.ca). Special catering requests need to be cleared through the Entertainment and Event Services Support Department.
- No alcoholic beverages or liquor shall be permitted unless you obtain and post a liquor license. A liquor license at the Yates Memorial Centre cannot be obtained without permission of the Entertainment and Event Services Support Department who currently

hold the facility's liquor license. Special requests need to be cleared through the Entertainment and Event Services Support Department.

- Bar and Concession Services: A consistent concession service is provided by the Entertainment and Event Services Support Department for the Yates Theatre. For information related to the concessions please contact: Caren Christianson at 403-320-3103 or [caren.christianson@lethbridge.ca](mailto:caren.christianson@lethbridge.ca) for more information.
  - Concession service at the Sterndale Bennett Memorial Theatre is provided at the discretion of the Entertainment and Event Services Support Department. If the Entertainment and Event Services Support Department initially declines to provide a concession because they do not foresee sales to cover staffing for a four-hour time slot, but you request it, a minimum of \$80.00 in concession sales is required otherwise you will be charged a maximum fee of \$80.00. The Entertainment and Event Services Support Department must also be notified if concession services are required for a longer period. If your Sterndale booking exceeds four hours, please contact the Entertainment and Event Services Support Department to confirm the minimum concession sales quota.

### **50/50 Raffles**

- The City requires all bookings at the Yates Memorial Centre that hold 50/50 raffles to provide the City with a copy of the 50/50 draw permit obtained through the Alberta Gaming and Liquor Commission (AGLC) prior to the booking occurring. This applies to regular bookings as well as special events. Please e-mail a copy of the permit to the Yates Theatre Coordinator at least one week prior to your event.

### **Pianos**

- Information on pianos available at the Yates Memorial Centre is included in the Yates Memorial Centre Technical Package.
- If you request to use the Bösendorfer piano during your booking, a Yates staff member will manage moving the piano in and out of its storage space and will position the piano for your booking. You cannot move the Bösendorfer on your own.
- Pianos must be requested at least two weeks prior to your event and are subject to availability.
- Pianos will be tuned at your request and expense. Tuning is not required but is highly recommended. You will be billed the contracted rate for tuning services plus a 5% administrative fee.

### **SOCAN Fees**

- Renters are required to remit appropriate license fees to SOCAN (Society of Composers, Authors, and Music Publishers) for music that is performed or played during their event. Please visit [www.socan.ca](http://www.socan.ca) for more information.

### **Smoking**

- Smoking, including cigarettes, vaping, and cannabis, in public buildings or within five meters of any doorway is prohibited (City of Lethbridge Bylaw 3896.)

### **Waterfield Art Gallery**

- The Waterfield Gallery at the Yates Theatre is a venue for community artists to share their practice. Programmed by the Allied Arts Council of Lethbridge, the Waterfield Gallery rotates artists and arts groups through on a quarterly basis.
- Benches, tables, fixtures, objects and furniture must be kept in the centre of the room and cannot be pushed against the Gallery walls. There must be a clear throughfare for the public to circulate the space while viewing the art.
- Vertical signage, promotional materials, or displays of any type that may obstruct viewing must not be placed in front of the art. There must be clear sightlines for the public to observe the work.
- Food and drink are allowed in the Gallery by patrons while viewing the art. Ideally, food service will be held outside the Gallery. Any food service that does happen in the space must be kept to the centre of the Gallery and not against the walls.
- Art shall not be handled, disturbed, or moved by facility users. Exhibitions will not be adjusted to accommodate users. There will be no activities in the space that may jeopardize the safety and integrity of the art being displayed