



The Oakville Centre for the Performing Arts 130 Navy Street, Oakville, Ontario L6J 2Z4

Schedule "B" Rules and Regulations

The Oakville Centre for the Performing Arts (OCPA) reserves the right, at its sole discretion, to eject the Licensee or any of its staff, performers, volunteers or employees for causing damage to the Facility or its equipment, for threatening the safety of the occupants and staff of the Facility, for not complying with applicable laws or any other activity the OCPA deems a health and safety violation. The Licensee waives any right and all claims for damages that may result from the exercise of this right. Enforcement of the rules list is subject to the interpretation of the Theatre Manager or designate.

Please note the RZone information found on the [Town of Oakville website](#) as it is strictly adhered to by Oakville Centre staff. Review the information with everyone who will be working/volunteering during your event in the theatre.

Where a production may be considered controversial:

All Rental Clients must provide the theatre with a detailed description and synopsis of all productions so that patrons can be properly informed and must place appropriate warning notices in any Series brochure or media advertisements. The content of the warning notice must be approved in advance by the theatre. Notices must be posted in the lobby and the program when productions contain nudity, violence, or coarse language, or when the subject matter may be considered sensitive. The theatre may elect to place additional notices as deemed appropriate. All notices will be at the cost of the rental client.

Deposits and Settlement

If ticket sales and deposit(s)* collected do not cover the estimated rental costs for your event, a further deposit will be required prior to move in. The final settlement will be issued by the Town of Oakville within 30 days of your final performance. Rental Clients with recurring bookings will have the date deposit for their next event deducted from the current settlement. The client has 30 days from settlement to cancel their next booking and receive a refund. Deposits for cancellations more than 30 days after settlement will be retained by the theatre.

* Deposits may be made by cheque, e-transfer to boxoffice@oakville.ca or by credit card by calling 905-338-4161, extension 3204.

Alcohol Consumption

Is permitted only in licensed areas by audience members. Please see Schedule D Venue Alcohol Regulation for details.

Accessibility

Oakville Centre is a 40+ year old building built into the side of the hill. There is no elevator. The Main Auditorium and Studio seating and stage access all have steps, although there are ramps at the exterior

entrances to the building. Persons using wheelchairs and other mobility aids, including cast, crew or audience, can be accommodated, but advance notice is required. Please [contact the theatre](#) with any mobility questions or concerns.

Oakville Centre encourages everyone to refrain from wearing cologne and other scented products.

Patron information regarding [directions to the theatre](#) and [parking](#).

Cast and crew are required to use the [Stage Door entrance](#).

Truck deliveries and unloading of set pieces & equipment to use the [loading dock](#).

Box Office

- a) Box Office provides the tickets for all events held at the Oakville Centre. Everyone entering the theatre requires a ticket. Babes in Arms (24 months and younger) require a complimentary seat pass.
- b) On sale date must be mutually agreed upon with the Oakville Centre. All advertising for events must be approved by the Oakville Centre for dates, times, ticket prices prior to release.
- c) The Oakville Centre policy is no refunds on ticket sales. Tickets can be exchanged for the same event, if seats are available, at a cost per ticket, paid by the ticket buyer.
- d) A 5% commission on all credit card and Interac sales is payable to the Oakville Centre by the client. Visa, MasterCard and American Express cards are accepted. Interac (debit cards) for in-person sales only.
- e) Advertised ticket price will include all applicable taxes (HST @ 13%) and Capital Improvement Fund (10% of ticket price to \$1 max) and Processing Fee (10% of advertised ticket price to a maximum that changes yearly, please consult staff for current value).
- f) All special promotions for ticket sales are to be discussed with the Oakville Centre prior to taking effect and the Box Office must be notified and copied on all ticket giveaways or promotions.
- g) All ticketing information, prices and complimentary ticket requests to be communicated in writing via the Box Office Questionnaire or email.
- h) Videotaping of a performance must be arranged prior to the event going on sale to ensure space is reserved in the auditorium.
- i) Where a client takes out partial ticket inventory (consignment tickets) to sell, a list of buyers must be provided to the box office, showing buyer names and seat locations, at least 2 hours prior to start time of the event.
- j) Any consignment ticket pickups and buyer lists must be delivered to the box office at least 2 hours prior to the start time of the event.

Audience Services

- a) Audience is not permitted at rehearsal bookings. Should you be planning to have an audience attend a rehearsal, please advise the theatre at least 2 weeks in advance. Additional charges will apply.

- b) All beverages must be purchased and served by the Oakville Centre.
- c) The client is not permitted to sell food or beverage in any area of the building.
- d) A lottery license is required for all [raffles](#) where tickets are sold.
- e) Only the Oakville Centre staff may serve alcohol in the licensed areas of the building. The auditorium lobby and studio theatre are the only licensed areas. Service will stop after the performance begins and resume for intermission.
- f) Merchandise sold cannot conflict with theatre's concessions of snacks, beverages and flowers and a 15% commission will apply.
- g) The use of cameras, video cameras and sound recording devices are prohibited inside the theatre.
- h) The Oakville Centre will make a house announcement at the start of every show stating that the use of flash photography and recording devices is strictly prohibited. A reminder to turn off all electronic devices will also be made.
- i) No nailing, screwing, stapling or taping to any of the walls in the building.
- j) Latecomers or re-entry will not be admitted into the theatre until a suitable break. The timing of late seating must be determined by the client and be provided to the house manager.
- k) We welcome children old enough to enjoy the performance. Each person entering the theatre requires a ticket.
- l) Patrons are asked to observe the Theatre Etiquette policies at oakvillecentre.ca

Lobby setup may not begin until 90 minutes prior to curtain. If additional time is required, it must be arranged 2 weeks in advance and a lobby rental or setup fee will be applied.

Technical

- a) Smoking or vaping is not permitted anywhere on the premises.
- b) All cast and crew are asked to enter and exit through the stage door at the southwest corner of the building.
- c) The stage door will be locked 15 minutes prior to the start of the performance. Alternatively, clients can post security personnel at the stage door to control access.
- d) Food and beverages are not permitted on stage. Food is not permitted in the auditorium. Water is permitted.
- e) Bulletin boards have been provided throughout the building for displaying notices. Notices taped to painted surfaces will be removed.
- f) A Technical Supervisor is provided with every booking.
- g) Additional equipment and gobos can be provided with 2 weeks' notice at an additional charge.

- h) Crew must be able to clear the on stage fire curtain line within three minutes at any time during the booking.
- i) The use of flammable solvents, open flame, or fire is not allowed on the premises without written permission from the Oakville Fire department.
- j) Any production planning on using pyrotechnics must contact the technical office a minimum of 4 weeks prior to the load in of the production. The Authority Having Jurisdiction in Oakville is the Oakville Fire Department.
- k) All touring or rental client crew and stagehands are required to wear safety foot ware on stage and in the loading areas during all load ins, set ups and strikes. Other PPE as necessary may be issued by the Supervisor on duty.
- l) Only personnel authorized by the Technical Supervisor are permitted to operate Oakville Centre equipment. This includes the fly system and scissor lift.
- m) Nailing, screwing, stapling or taping to the stage floor is prohibited.
- n) The auditorium/studio must be completely cleared of all personnel 30 minutes prior to a performance. The Technical Supervisor will act as liaison with the House Manager to open the house and will be notified by the House Manager when the house is in.
- o) Any production that requires the use of auxiliary power must contact the technical department at least 2 weeks prior to the load in so that an electrician can be scheduled.
- p) Any production planning to fly any scenic elements must provide details to the technical office at least 2 weeks prior to the load in.
- q) Oakville Centre staff will not fly performers in the theatre. If your production requires that performers be flown, please contact the theatre immediately.
- r) All belongings, set pieces and equipment must be removed at the end of the booking unless cleared with the technical department 1 week in advance. Additional storage costs may be incurred.
- s) Productions that intend to use live animals in a performance must [obtain a permit](#) from the Town of Oakville. This can be a lengthy process; we suggest you start 4 to 6 weeks prior to your production.