

Audience Services Questionnaire

Any questions about completing this form should be directed to:

[Diana McCoy](#) 905-338-4161 ext. 3206

Client Contact Information

Name of Presenting Organization: _____

Name of person completing this form: _____

Email: _____ Phone: _____

Day of event Contact Name: _____

Email: _____ Phone: _____

*Additional Contact Name / Role: _____

Email: _____ Phone: _____

* i.e. Stage Manager, Volunteer Coordinator, Dressing room Area, Lobby/Ticket Coordinator

The Show

Title of Event: _____

Date	Performance Time	Length of 1st Act	Length of Intermission*	Length of 2nd Act	Length of Intermission*	Length of 3rd Act

* if you are planning an event longer than 90 minutes **without an intermission**, please call to discuss.

Additional staff may be required.

Will cast enter or exit through the lobby? Yes No

If yes, please provide timing details:

Late Seating

Please provide timing or details of what is happening onstage for when latecomers may be seated. If strict late seating* is requested, please note it here and call Diana to discuss.

	Time	What is happening onstage	Notes (strict?)
1			
2			
3			

* strict late seating call requirements will be emailed to your patrons at a nominal charge to you

Recording the event

Will your event be videotaped?* Yes No

* if yes, please complete the box office questionnaire to indicate locations and held seats for camera

Lobby Setup

Client's access to the lobby for setup begins 90 minutes prior to performance start time.

If additional time is required, it must be arranged in advance and a lobby rental or setup fee will be applied.

Are any warning signs required?

Strobe lights	Yes	No	Loud noises	Yes	No
Some scenes or language may offend	Yes	No			
Will you have an electronic programme accessed by a QR code?*	Yes	No			

*Ensure that the notice containing the QR code is printed on a sign no less than 11" x17" and no more than 22" x 26" - have at least 2 copies made.

Will you have paper programs? Yes No

if yes, with paper program inserts? Yes No

Ensure that all programs and inserts are delivered to the lobby at least 90 minutes prior to curtain. The theatre reserves the right to insert promotional material for our upcoming events into your program.

Do you need easels for any displays? Yes No

Do you need display tables? Yes No

Provide details of lobby setup i.e. raffle table, cast pictures, t-shirt sales:

Merchandise Sales

Will merchandise be sold in the lobby? Yes No

Will merchandise be displayed in the lobby for purchase or order at a later time? Yes No

Any merchandise sold in the lobby **or displayed in the lobby for sale later** is subject to 15% commission (merchandise commission may be waived for Not-for-Profit (NFP) organizations)

Merchandise sold may not conflict with OCPA concessions. (i.e. no food or beverage sales)

Raffles (only permitted for not-for-profit groups)

Will raffle tickets be sold? Yes No

A permit from town hall will be required and must be displayed in lobby. See link below for details

[Town of Oakville raffle license information](#)

Concessions and Catering Services

The lobby concessions are open for 45 minutes prior to the event and at intermission at no charge to the client. All revenue from lobby concessions are those of Oakville Centre.

Alcohol is sold as part of concessions. Would you like alcohol served at your event? Yes No

Food is never permitted in the auditorium.

Is a pre or post show reception at the theatre planned as part of your event? * Yes No

* if yes, please contact the Audience Services Coordinator as soon as possible to discuss. Additional charges for setup, janitorial, rentals (linen, glassware), catering and staff will apply.

Lobby is licensed for 179 people maximum at a standing reception

NO DONATED OR SPONSORED ALCOHOL IS PERMITTED AS PER THE ALCOHOL AND GAMING COMMISSION OF ONTARIO. NO SPECIAL OCCASION PERMITS PERMITTED.

Performers under the age of 18 years

Indicate process and the people responsible for safe dismissal and pick up of younger performers after performance(s).

[submit button](#)

Next steps: Have you completed the [Technical Questionnaire?](#)