

Playbill

City Playhouse

Theatre



Presents:

RE-OPENING

An Update to Theatre Rental Guidelines



Welcome

Dear City Playhouse Theatre community,

Curtains up! We are thrilled to announce that in October 2021, the City Playhouse Theatre will re-open its doors to closed rental opportunities, and we're excited to welcome you – our clients – back to the stage!

We are pleased to share that because of loyal clients like you, the theatre was rented for more than 300 days in 2019. During the closure we took the time to reflect on our business and have made some important changes to improve our operations and enhance the experience of our clients.

These changes align with public health guidelines regarding COVID-19 safety and will help ensure that the theatre continues to run successfully for many years to come. The service you have come to expect will continue.

This playbill explains the recent updates to our policies, including rates. The changes were made in consultation with the Recreation Services' senior leadership team, along with market research to ensure our policies align with those of neighbouring municipal theatres. We continue to follow the advice of public health officials, and as such operations may need to pivot to adhere to guidelines should they change.

We understand that some of these changes will be new to you and are happy to answer any questions you may have.

We are looking forward to working with you all again.

Amber Lombardi & Jason Salvatori

Theatre Supervisors
City Playhouse Theatre

Synopsis of Scenes

Act 1: NEW POLICIES

Capacity: During our closure a review was completed on the allowable maximum occupancy of the theatre building. All events must adhere to the following capacity guidelines:

- Theatre and Lobby: 389
- Dressing Room 1: 12
- Dressing Room 2: 12
- Dressing Room 3: 9
- Dressing Room 4: 9
- Rehearsal Room: 50
- Total Backstage number shall not exceed 97 (Performers on stage included in this total).

The capacity for the entire building is 486. For the health and safety of our clients, guests and staff, these numbers cannot be compromised. Public health guidelines regarding occupancy are subject to change.

Synopsis of Scenes

Staffing Levels

The safety of our clients and their guests has always been our utmost priority and as a result staffing levels are being changed to better reflect the size of an event. Please note that the House Manager position is now called Front of House Lead. There are no price increases to labour rates at this time.

- FRONT OF HOUSE STAFFING LEVELS:
 - 100 guests or less: 1 FOH Lead, 2 ushers
 - 101-180 guests: 1 FOH Lead, 3 ushers
 - 181+ guests: 1 FOH Lead, 4 ushers
 - TECHNICIAN STAFFING LEVELS
 - Minimum: 2 Techs: 1 audio, 1 lighting
 - Events without lighting changes, can just have audio tech with technical supervisor approval
 - Larger events (TBD by Tech supervisor) will require 3 techs
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Synopsis of Scenes

New Ticketing System and Changes to Box Office Policy

The City Playhouse Theatre has a new ticketing system called Red 61. This state-of-the-art ticket system features user-friendly functions including the option to print tickets at home and download e-tickets on your mobile device.

***NEW** We are making ticket sales easier for all our clients and removing the burden of collecting money, issuing and reprinting tickets. Effective upon theatre opening, all events must use the full-service box office. This ensures capacity control and will allow for contact tracing.

We have lowered our box office fees and this full-service box office will now cost \$4 per ticket inclusive of taxes. There is no longer a percentage of sales fee being charged.

Competition style events will require the use of wristbands for events. Wristbands will be colour-coded and only allow access during certain timeframes in the day. Wristbands will be \$2 each inclusive of all taxes and will be provided by The City Playhouse Theatre.

Please note that there are no exceptions to this policy. For details on how to obtain your tickets email city.playhouse@vaughan.ca.

Synopsis of Scenes

Theatre Rates

Rates for the theatre are unchanged for the remainder of 2021.

	Mon-Fri	Sat-Sun-Stat holidays
Regular	\$1,300 per day	\$1,400 per day
Non profit (with certification)	\$1,000 per day	\$1,100 per day

***New**- A day is now defined as 8 hours of use. The 8 hours begins at your time of entry and ends when the last person leaves the building. Any hours beyond the 8 included will now be billable at \$200 per hour plus labour charges. Any rental longer than 5 hours requires staff to have a 30 minute unpaid meal break.

Labour charges and taxes are extra.

Fillable Forms

Please note that after the contract and deposit are complete, event holders will be required to complete an Event Detail Form 30 days prior to event date.

This form provides the City Playhouse Theatre staff with information needed to assist in your ticket sales as well as technical details required to book staff for the event.

Event forms not received 15 days prior to an event will be subject to a rush fee of \$50.

Synopsis of Scenes

A quick look at current COVID-19 guidelines

The City continues to adhere to Provincial direction. Details are available in the Ontario Regulation 645/21 "Reopening Ontario Act, 2020" available for download or print at <https://www.ontario.ca/laws/regulation/r21645>.

1. All clients must have a **COVID-19** safety plan and provide it to City Playhouse staff at least 5 business days prior to rental date.
2. Anyone feeling ill should not come to the theatre.
3. Prior to arriving to the theatre, all organizers, crew and performers are required to complete the Provincial Public Health self-assessment. To complete the assessment please visit covid-19.ontario.ca/self-assessment.
4. Clients are responsible for maintaining control of entrance/exit doors during their rental to ensure only invited staff and performers enter the facility during their rental.
5. Clients must maintain a record of all participants for public health contact tracing purposes for a period of 30 days.
6. Following the recent release of the [Province of Ontario's guidance on proof of vaccination](#), the City will adhere to its direction on vaccine requirements for those who access City facilities.

Individuals age 12 and older will be required to provide proof that they are fully vaccinated and have received their final dose of a COVID-19 vaccine at least 14 days prior to entering a City facility, unless the individual qualifies for an exemption.

As per provincial guidelines, Vaughan staff will conduct proof of vaccination checks for all clients, staff, performers and crew.

7. Occupancy has been reduced to 50% for all spaces.
 8. Masks must be worn at all times while indoors unless on stage performing.
 9. Clients must practice physical distancing and maintain a 2-metre distance from others in the facility.
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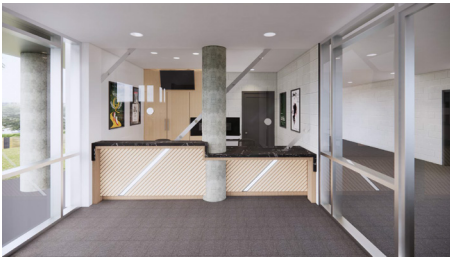
Synopsis of Scenes

Act 2: WHAT'S NEW AT THE THEATRE?

While you were away, we were busy behind-the-scenes making improvements to our theatre, including:

- Newly repainted back of house including all dressing rooms and rehearsal rooms
- Reorganization of loading dock area
- Extra light fixtures added to the deluxe Lighting Package
- New lobby furniture
- COMING SOON Full Box Office Renovation with accessible counter
- COMING SOON Concessions Area Renovation with accessible counter

Box office



Concessions area



Rendering by Organica studio + inc.

Production Staff

Operations Supervisor Amber Lombardi
amber.lombardi@vaughan.ca

Technical Supervisor Jason Salvatori
Jason.salvatori@vaughan.ca

Box Office Coordinator Adine Shane
Adine.shane@vaughan.ca



vaughan.ca/cityplayhouse
905.303.2000