

Meadowvale Theatre Guidelines

These Guidelines provide an overview of facility use and event procedures, forming an integral part of the Facilities Rental Terms and Conditions of the Contract. For questions, please contact meadowvale.theatre@mississauga.ca.

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ANCILLARY ACTIVITIES AND SERVICES

ALCOHOL

Meadowvale Theatre has the exclusive right at all times to sell or distribute alcohol beverages during each Event. Alcohol beverages are to be served only by employees of the Meadowvale Theatre at the Theatre Concession. The Theatre Concession will be open during the Event at the sole discretion of Meadowvale Theatre Supervisor. The Event organizer is not permitted to bring alcoholic beverages to the Event. Alcoholic beverages are only permitted in licensed areas.

CONCESSIONS SERVICES

Concessions are located in the Lobby and are typically open one hour before each performance until the end of intermission, unless otherwise noted. These areas are managed by Meadowvale Theatre Staff at no charge to the Event organizer. The Concessions will be open during an event at the sole discretion of the Meadowvale Theatre Supervisor.

FOOD SAFETY AND HANDLING

Meadowvale Theatre does not have cooking facilities and does not provide linens, tableware or serving ware to support the distribution of food. Food may not be prepared onsite.

Food is permitted backstage only for use by the Requestor and members of the Requestor's group (e.g. performers).

The Green Room has a fridge, freezer, microwave, and dishes for backstage use only.

Event organizers are not permitted to sell food.

Private Events:

For private events, such as family gatherings, you are not required to contact Peel Public Health, however, it is recommended to review food safety guidelines and proper food handling instructions on the Peel Public Health Department website.

Public Events:

Any event open to the public that is serving food must submit all required information to Peel Public Health.

MINIMUM 30 DAYS PRIOR TO EVENT, event organizer submits to RoPHD:

- [Peel Health Special Event Application for Event Organizers](#)

MINIMUM 15 DAYS PRIOR TO EVENT, event organizer submits to RoPHD:

- [Peel Health Special Event Application for Food Vendors for each food vendor](#)

The Requestor is responsible to have all required documentation, permits, and licenses in hand prior to the event.

A copy of all paperwork must be submitted to the Meadowvale Theatre Supervisor prior to the scheduled event date.

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RAFFLES AND LOTTERIES

A [licence](#) is required for all Raffles and Lotteries. A lottery exists when money is paid for a chance to win a prize, regardless of the intended use of the funds that are raised. If the Event includes a raffle or lottery, the Meadowvale Theatre Supervisor must be notified at least 30 days in advance. It is the Event organizer's responsibility to meet the licensing requirements. For more information, contact the [City's Licensing Office](#).

BOX OFFICE SERVICES

BOX OFFICE

The Box Office is located at the main entrance to the Theatre and is open from 12:00pm to 3:00 pm., Monday to Saturday from September to June (except on holidays, holiday weekends and seasonal down times) as well as 60 minutes prior to show time until 30 minutes after show time.

Experienced and professional staff sell tickets in-person and over the phone at 905-615-4720. Online sales are available 24 hours, seven days a week at [mtix.ca](#). Reserved or General Seating is available. Tickets purchased online are subject to a \$2.00, plus HST online service fee per ticket or per Encore Series subscription.

For events taking place in the Auditorium, the Rental Client is required to use the Box Office services along with the Theatre's ticket stock and envelopes. Ticketing through third party software is not permitted for ticketed events in the Auditorium. Tickets cannot go on sale until the contract is signed and the deposit is paid.

Events held in the Lobby or the Rehearsal Hall space only do not have access to the Meadowvale Theatre ticketing system. The Rental Client is solely responsible for the sale, distribution and collection of tickets for their event. Agreed upon capacity limits communicated to the Rental Client by the Meadowvale Theatre Supervisor are to be adhered to throughout the event.

FEES AND CHARGES

All Meadowvale Theatre fees and charges can be found on the Meadowvale Theatre website.

PATRON LATE ARRIVALS

The Event organizer agrees to make every effort to begin the event within five minutes of the published start time. The Front of House Coordinator, at their discretion or when unforeseen circumstances dictate, will delay the start of the performance for a reasonable period of time to allow the majority of patrons to be seated. For the safety of all patrons, the Front of House Coordinator reserves the right to delay seating of latecomers until the first suitable break in the performance.

RIGHT TO REFUSE ADMITTANCE

Management reserves the right to refuse admission by refunding the price hereon and/or to expel from the premises any persons whose conduct is deemed to be objectionable. Individuals not wearing appropriate attire may be excluded from the premises (e.g. no admittance without shoes, shirts etc.).

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TICKET HOLDER POLICIES

All ticket sales are final. All events, programs, artists, times and dates may be subject to change. The ticket holder takes full responsibility for any incidental risks before, during or after the event and if they are not able to attend the event. All individuals, including babes in arms, require a ticket to gain entry to the auditorium. All ticket sales are subject to the Terms and Conditions and Privacy Statement.

TICKET PAYMENT OPTIONS

VISA, Mastercard, AMEX, and Debit are accepted. We accept Visa & Mastercard Debit online only. Cheques are accepted for Encore Series subscriptions and school bookings up to a minimum 30 calendar days prior to the first performance date.

TICKET SALES AND REPORTS

A Ticket Sales Report will be emailed to the Event organizer to review ticket sales and seat status for their events. Ticket sales information will not be provided by the Box Office attendants.

\$0 VALUE ADMISSION TICKETS (COMPLIMENTARY TICKETS)

If the Event organizer asks for \$0 value admission tickets, they will be assigned a unique promotion code to use, once the performance has been programmed in the ticketing system. The Event organizer can set a limit of the number of tickets available with the code. It is the responsibility of the Event organizer to control the usage and security of the code. All tickets processed under the promotion code are processed at the discretion and sole responsibility of the Event organizer. \$0 value admission tickets will only be processed using the requesting patron's TixHub account and only after the correct code is communicated. If the requesting patron does not wish to have the tickets purchased under their account, the \$0 value admission tickets will not be processed.

BUILDING NAVIGATION

AUDITORIUM STAIRS AND WALKWAYS

Request to use the stairs require two individuals (18 years or over) who are available to remove obstructions in the case of an emergency. These individuals are to be seated on either side of the stair, and can be situated in both stair locations for a total of four individuals required. The Community Access Fund fee will not be charged for these seats and these seats are deemed not available for sale in the ticketing system unless otherwise noted on the ticketing form.

BACKSTAGE ACCESS AND SECURITY

The Event organizer is responsible for the security and control of the backstage area during the rental period. The doors between the public and backstage areas will remain locked unless alternative arrangements are made in writing by the Event organizer and submitted to the Meadowvale Theatre Supervisor. Theatre Staff is required, at the Event organizer's expense, for any door that is requested to be left unlocked. The maximum capacity back stage is 130.

ENTERING THE THEATRE

When you first arrive at the theatre enter at the assigned door communicated by Meadowvale Theatre Supervisor. If the stage door is your assigned entrance door, it is located on the South-West side of the building past the loading door. There is a phone located inside the vestibule for you to notify the Technical Supervisor of your arrival, contact information is found beside the phone. The inner stage door remains locked. If the Administration door is your assigned

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entrance door, it is located adjacent to the accessible parking area. The Administration door remains locked unless an attendant is present. If the main entrance doors is your assigned entrance door, they are located at the front of the facility. The inner main entrance door remains locked unless an attendant is present.

EXITS AND WALKWAYS

All exit doors and hallways must be kept free and clear of any obstructions at all times.

LOAD-IN/LOAD-OUT/PARKING

Meadowvale Theatre staff must be present in the building during load-in/load-out times, which will be arranged during the contracting process. It is the sole responsibility of the Event organizer to manage the load-in/load-out and to do so in a safe manner.

Parking is located on the North-West side of the building in the parking lot shared with the school that is adjacent to Meadowvale Theatre. After the load-in/load-out is complete, it is expected that all vehicles will be moved and parked in the designated parking area. Events with a large number of vehicles are encouraged to stagger the timings of drop-off and pick-ups. Fire routes must be kept clear at all times. Loading dock and access to the dumpster must be kept clear once loading is complete.

GENERAL POLICIES

ACCESSIBILITY

The Event organizer must provide an accessible environment for all visitors to the Event, including designated viewing areas and pathways to accommodate people with disabilities. Patrons using a wheelchair, walker, or that have difficulty with stairs should advise the Box Office at the time of ticket purchase. Accessible seating is NOT available online, patrons must call or visit the box office to purchase these tickets. All accessible seating in the theatre is located in Row G on both sides of the auditorium. For additional information, please refer to the [Accessibility for Ontarians with Disabilities Act](#) or contact the Box Office.

GENERAL HOUSEKEEPING

At the end of the rental period, the Event organizer must restore the Facility to its original condition. This includes, but is not limited to the following:

- All food must be removed and properly disposed of
- The fridge, freezer and microwave must not have any items left inside
- All waste has been thrown into trash can/ recycling bins and is left in a visible space for Meadowvale Theatre Staff to dispose of
- Countertops cleared
- White board has been erased
- All makeup marks on walls, doors, dressing rooms, etc. are cleaned up
- All dishes used must be washed, dried and returned to cabinets
- A walk through of dressing rooms and other areas used must be completed

Additional cleanup fees will be charged to the Event organizer if Housekeeping conditions are not met

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LOST AND FOUND

Meadowvale Theatre is not responsible for any lost or stolen items within or outside the Facility. Any items located by Meadowvale Theatre Staff will be added to the lost and found bin for a maximum of 30 days after which, the lost and found item will be disposed of.

SCENT ADVISORY

Meadowvale Theatre encourages a scent-free environment. Scented Products may cause adverse reactions in some people who may have allergies and/or multiple chemical sensitivities.

WASTE MANAGEMENT

Meadowvale Theatre is a recycle-friendly facility. We encourage all guests to dispose waste in appropriate bins. Prior to departure, please walk through the space and ensure all garbage/recycling has been properly disposed of in all areas used. Please be advised that additional fees will be applied to the Event organizer for any clean up necessary to restore the Facility to pre-rental condition.

PROHIBITED ACTIVITIES

BEAUTY PAGEANTS

The inherent objectification conflicts with the City's core values. Events must not endorse views and ideas which are likely to promote discrimination, contempt or hatred for any person on the basis of political affiliation, economic status, level of literacy or the protected grounds defined in the Ontario Human Rights Code, as amended (race, national or ethnic origin, citizenship, religion, age, sex, marital status, family status, sexual orientation, disability).

ELECTIONS

During an election campaign period, to ensure a fair and transparent electoral process, candidates and City employees are not permitted to directly or indirectly book a City Facility for any election purpose.

FUNDRAISING

Soliciting for donations is strictly prohibited at Meadowvale Theatre.

SMOKING or VAPING (SMOKE-FREE ONTARIO ACT)

Pursuant to the Smoking By-laws for the City of Mississauga and the Regional Municipality of Peel, respectively, smoking is not permitted anywhere on the Facility premises or within twenty (20) metres of any Facility entrance.

SAFETY AND SECURITY

CHAPERONES

For any event taking place at Meadowvale Theatre that involves members, participants or volunteers under the age of 18, an event organizer must remain on the premises to supervise. City staff onsite are not considered chaperones for events taking place, and it is the responsibility of the Event organizer to ensure that proper supervision is arranged for those under the age of 18.

FIRST AID/MEDICAL EMERGENCIES

The Event organizer is responsible for the safety and security of Event participants. If injuries are sustained by Event participants, the Event organizer must notify the Technical Supervisor or

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Front of House Coordinator on duty as soon as possible and provide any information required with respect to reporting the injury. Bare feet and tap shoes are not permitted in the Lobby, Workshop or Auditorium.

SECURITY

The Event organizer must ensure that the physical setting in the rented Facility is kept safe for all participants attending the event and the general public. If, at the sole discretion of the Meadowvale Theatre Supervisor, security personnel are required for the Event, it is the Event organizer's responsibility to make the necessary arrangements. The Event organizer must also provide:

- Copy of business license
- Copy of guard licenses for all guards providing security services at the Event
- \$5 million liability insurance naming the City as an additional insured on the City's template.

TECHNICAL EQUIPMENT AND PROCEDURES

ANIMALS

Inclusion of animals in Events must be approved by the Supervisor, Technical Services. The City of Mississauga's Animal Services will be notified and may be onsite for inspection. The Event organizer must collect and submit the following to the Supervisor, Technical Services, at least 30 days prior to the Event:

- Completed Technical Production Requirements and Safety Plan
- Copy of license (if applicable)
- \$5 million liability insurance naming the City as an additional insured on the City's template

CANDLES

Candles are permitted at Meadowvale Theatre under the following conditions;

The Event organizer must notify and obtain approval from the Meadowvale Theatre Supervisor and the Supervisor, Technical Services in writing at least 30 days prior to the event, candles must be shrouded in a suitable container, and the flame cannot be exposed. Candles must not be placed near or around flammable material.

CONFETTI

Confetti is permitted at Meadowvale Theatre; however, additional clean-up charges will apply. Launchers must be approved prior to use and for any performances requiring confetti, information must be included in the Technical Production Requirements and Safety Plan.

DISPLAYS

All displays, sets, stage decorations, props and other equipment brought into the theatre must be approved by the Supervisor, Technical Services at least 6 weeks prior to the event.

ELECTRICAL APPLIANCES

All electrical appliances must display a sticker indicating proof of inspection by the Electrical Safety Authority (ESA) or the Canadian Standards Association (CSA). If Meadowvale Theatre staff determine that appliances without proof of inspection are unsafe, the appliances will be removed. If the electrical requirements for an Event are outside of standard circuits available at the theatre, an ESA inspection may be required at the Event organizer's expense.

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FIRE

Open flame is **not** permitted anywhere in Meadowvale Theatre.

HIGH RISK ACTIVITIES

High-risk activities include but are not limited to: set construction, multi-level sets, rigging, aerial performances, use of weapons or stage combat, pyrotechnics or live flame, events or performances that include participation of audience members on stage. For each activity, the following must be submitted a minimum 6 weeks prior to the event, to

meadowvale.theatre@mississauga.ca:

- Completed Technical Production Requirements and Safety Plan
- Copy of license (if applicable)
- \$5 million liability insurance naming the City as an additional insured on the City's template

PAINTING

Painting is permitted in the stage area and work shop with appropriate drop cloths or protective measures to protect the floors, drapes, seats, walls etc. Painting a texture or pattern on the stage floor will not be permitted. Paint brushes, rollers, etc. must be cleaned in the maintenance sink only.

PYROTECHNICS

The Event organizer shall not use pyrotechnical displays in the Facility unless:

The Event organizer has notified Meadowvale Theatre at least 30 days in advance of the Event, included a completed Technical Production Requirements and Safety Plan, and obtained approval in writing from the Supervisor, Technical Services. The Event organizer must also obtain permission from Mississauga Fire and Emergency Services

SET-UP AND HOUSE PLOTS

It is the Event organizer's responsibility to ensure there is enough time to load-in and set up for the event. Meadowvale Theatre provides standard house plots for installed systems. All modifications must be restored at the end of your rental. House plots might deviate slightly from specified documents. Always allow time for minor restorations should it be required.

STAGE: AUDIO SYSTEM

The peak SPL for any show will be 90dBa unless written approval has been obtained from the Supervisor, Technical Services at least 6 weeks in advance of the event date. Meadowvale Theatre Staff has final say on all operating levels (both onstage and in the audience).

STAGE: FLOOR

The stage floor must be protected at all times from sharp objects that may scratch, cut, or damage the floor in any way.

STAGE: FLY SYSTEM

The theatre is equipped with 26 single purchase counterweight flies. A line-set schedule and inventory is available. If use of the fly system is desired, the Event organizer must submit drawings with detailed dimensions (including weights) and rigging points for all set pieces being flown as part of the production. This information must be filed with the Supervisor, Technical Services 6 weeks prior to the rental. The Supervisor, Technical Services has final authority with respect to all rigging in the theatre.

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STAGE: LIGHTING SYSTEM

Only Meadowvale Theatre staff is allowed on catwalks. Guest operators may use the followspots with approval from the Technical Supervisor. Operators are also not permitted past the followspot tower. There is a maximum of two people permitted in the followspot tower during an event.

STAGE: TECHNICAL NETWORK

Only Meadowvale Theatre staff and equipment is allowed to access the theatre's technical network. The Event organizer is restricted to wireless Mississauga.

STAGE: WEAPONS

Stage Weapons include any stage or prop weapons, and any object used in a staged fight for attack or defence. Stage weapons are not permitted unless the Event organizer has notified the Supervisor, Technical Services at least 6 weeks in advance of the Event and provided a completed Technical Production Requirements and Safety Plan. Only actors and production staff trained in the use of Stage Weapons onstage may handle them. The Event organizer shall ensure Stage Weapons are safely stored in the Event organizer's care and control at all times. Onsite storage of these items is subject to the written approval of the Supervisor, Technical Services. The Event organizer will notify the Meadowvale Theatre Supervisor of applicable audience warnings at least 6 weeks in advance.

TECHNICAL EQUIPMENT

Requests for use of technical equipment must be submitted **a minimum of 6 weeks prior to the Event**. Equipment is available on a first-come, first-served basis and is subject to change at any time. Additional fees may apply, as specified in the Rental Fees.

THEATRE STAFFING & HOURS OF OPERATION

THEATRE HOURS OF OPERATION

Theatre operations can be scheduled between the hours of 8:00am and midnight on the contracted dates. A late use fee will be applied for each hour that the Event organizer uses outside of those times.

FRONT OF HOUSE STAFF

Front of House staff requirements will be determined by the Meadowvale Theatre Supervisor according to the type of activity and access times of the event. The Meadowvale Theatre Supervisor has the final authority with respect to staffing decisions. For events with an audience, there is a minimum of one Front of House Coordinator and three Ushers required for the duration of the Event.

TECHNICAL STAFF

Theatre Technical staff is mandatory during the rental period and the required staff numbers will be determined by the Supervisor, Technical Services according to the type of activity proposed for the Event. The Supervisor, Technical Services has the final authority with respect to staffing decisions including the use of guest operators. There is a minimum of one Technical Supervisor and two Technicians for the duration of the Event.

For City of Mississauga Registered Groups, there is a minimum of one Technical Supervisor and one Technician for the duration of the Event. There is a minimum of two technical staff (not including the Technical Supervisor) required for rigging and construction calls (including lighting

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hangs). Additional technical staff may be required for the lighting, audio, video and rigging/fly's for the event. Subcontracting theatre staff (to perform work inside the theatre) is not permitted.

Theatre staff is scheduled from the Event organizer's start time until the theatre has been shut down. This includes resetting the space.

SCHEDULING TECHNICAL AND FRONT OF HOUSE STAFF

The following are Ministry of Labour established maximums for staffing:

- Daily Maximum: Technical staff cannot exceed 12 hours in one day. After 12 hours, alternate technical staff can be scheduled. A minimum transition of 30 minutes per 2 staff is required
- Weekly Maximum: 44 - 60 hours; overtime will be charged after 44 hours per person; technical staff cannot exceed 60 hours per week. After 60 hours, alternate technical staff will be scheduled. A minimum transition of 1 hour per 2 two staff is required.
- Overtime: Applied to Events that exceed contracted times (or 12 hrs/day); short-order changes to staffing requirements
- Statutory Holidays: Overtime / Holidays Rates Apply to bookings that fall on statutory holidays.
- Required Rest times: 12 hours between shifts. Alternate technical staff will be scheduled if the rest times are shorter than 12 hours. The Event organizer is responsible for briefing the alternate technical staff.

All staff must be allotted a meal break for every 5 hours of work. During the break times, Event organizers are not required to leave the facility; however, set construction, tech rehearsals, installation and programming, etc. will not be permitted until technical staff return to duty.

Amendments to the Guidelines

Meadowvale Theatre reserves the right, in its sole discretion, to amend these Guidelines at any time by posting the most updated version. The amended Guidelines shall automatically replace the existing Guidelines and becomes the new binding document.