

SOTA PERFORMING ARTS VENUES

HIRER HANDBOOK

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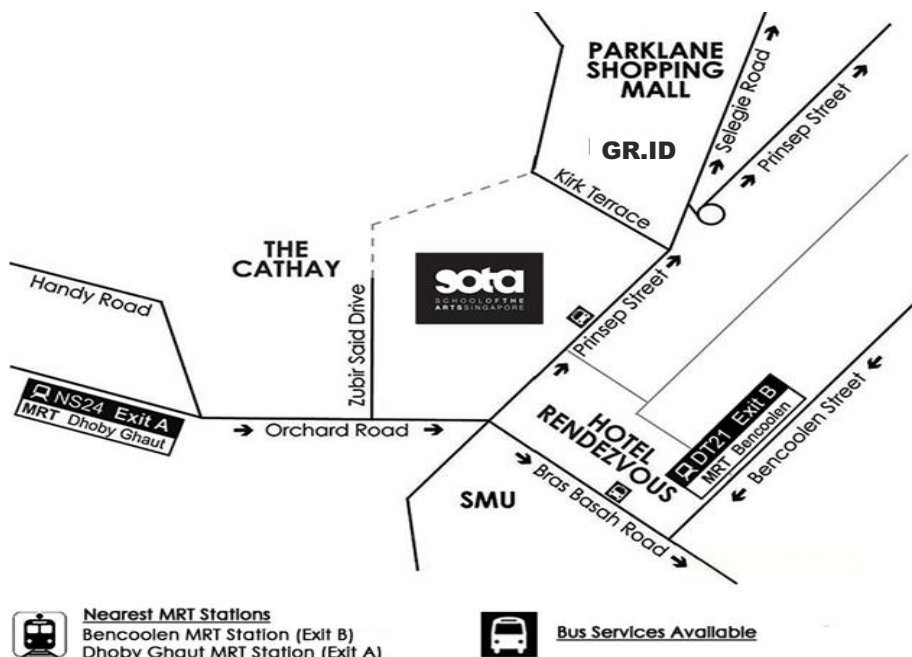
1. GENERAL INFORMATION

a) Contacts

Address:	SOTA Performing Arts Venues School of the Arts, Singapore 1 Zubir Said Drive, Singapore 227968
Website:	www.sota.edu.sg/venues-and-retail
Office of Venue Management (OVM) Sales:	+65 6594 8411 / +65 6594 8492 venuebookings@sota.edu.sg
Office Hours:	0900hrs – 1800hrs (Monday to Friday; excluding Public Holidays)
Singapore Police Force:	999
Fire / Ambulance:	995

b) Accessibility

The SOTA Concert Hall and SOTA Drama Theatre are located on level 2, and the SOTA Studio Theatre on level 3. The Studio Theatre is accessible by staircase, escalators and lifts.



Prinsep Street Bus Stop Name/No.: Sch of the Arts/08079

64, 65, 131, 139, 147, 166, 857, 1N, 2N, 3N, 4N, 5N, 6N, NR6

Bras Basah Road Bus Stop Name/No.: Bencoolen Stn Exit B/08069

7, 14, 14e, 16, 16M, 36, 77, 106, 111, 124, 162, 162M, 167, 167e, 171, 174, 174e, 175, 190, 502, 502A, 518, 518A, 652, 656, 660, 663, 665, 700, 700A, 850E, 951E

c) Pick-Up and Drop-Off Point

SOTA roundabout is at the school main entrance and main pick-up & drop-off point.

- Accessible for all passenger cars, taxis, passenger vans, 40-seaters buses, and emergency vehicles

d) Parking

SOTA carpark is open for public parking and is accessible via 1 Zubir Said Drive.

- Accessible for private cars and motorcycles.
- Gantry height limit is 2 metres.
- Situated at level 1 of SOTA. Passenger and cargo lifts are available for access to level 2 and 3.
- Parking rates: www.sota.edu.sg/contact-us
- Alternative parking can also be found at GR.ID, Parklane Shopping Mall and The Cathay.

e) Loading and Unloading Bay

SOTA loading and unloading bay is accessible via Kirk Terrace (along Prinsep Street).

- Entry access for all logistics vehicles delivering goods/equipment and catering services.
- Strictly for loading and unloading. No parking allowed.
- Situated at level 1 of SOTA, an elevated dock with height of 1.3 metres is accessible to level 2 and a cargo lift is available to access level 3.
- Hirer to submit the vehicle list for entry access.

f) Venue Loading

Due to fire safety restrictions, SOTA strictly enforces on venue capacities as tabled below:

Venue	Stall	Circle	Backstage	Stage	Dressing Rooms
<i>Concert Hall</i>	378 (House Seats: 6)	182 Wheelchair Access: 2 Restricted View: 68	150	100 Choir Wagon: 80 Total on stage ≤150	7
<i>Drama Theatre</i>	291 (256 if orchestra pit in use) (House Seats: 4) Wheelchair Access: 2	130	80	80 Orchestra Pit: 25	4
<i>Studio Theatre</i>	200 (House Seats: 2) Maximum: 220	N/A	35	35	2
<i>Gallery</i>	100	N/A	N/A	N/A	N/A

2. VENUE REQUEST PROCESS

a) Introduction

SOTA has 3 main performance venues, the Concert Hall (CH), Drama Theatre (DT), and Studio Theatre (ST), and one exhibition space, Gallery (GY).

Recommended types of performances / events by venue:

Concert Hall – Classical concert venue with exceptional acoustics.

Suitable for

- Choirs
- Classical Recitals
- Orchestra/ Ensembles
- Townhall / Seminars / Award Ceremonies

Drama Theatre – Intimate space with full theatre-style capabilities.

Suitable for

- Dance Performances
- Drama/ Plays
- Musical Performances

Studio Theatre – Flexible space for smaller, experimental performances.

Suitable for

- Dance Performances
- Drama/ Plays
- Musical Performances
- Townhall / Seminars / Award Ceremonies

Gallery – Space with the optional use of natural light through architecture window.

Suitable for

- Exhibitions
- Media/ Product Launches
- Visual Arts Installations

The types of performances listed above are not exhaustive or limited to a specific venue. Site reces should be arranged with the Office of Venue Management (OVM) team to determine the feasibility of holding your performance/event at your preferred SOTA venue.

b) Enquiry

Initial enquiry for a suitable venue space should be made through the Venue Booking Request Form, which is available online on the SOTA website.

You may email the completed form to venuebookings@sota.edu.sg. SOTA OVM Sales will respond to your enquiry within 3 working days.

c) Site Recce

If your requested venue booking dates are available, a site recce will be arranged with OVM Sales. An early site recce is vital to review and assess the suitability for the type of performance or event. A draft production schedule and the technical requirements may provide an accurate assessment of the suitability of the venue. For example you may require an extra day for setup, or need to rent additional equipment which may be chargeable.

With such information, OVM will be able to generate an accurate Venue Hirer and Production Estimate for your consideration. Do note that this is only an estimate and further adjustments may be made based on hirer's confirmation of requirement during production meeting.

d) Booking Confirmation

A booking is considered confirmed when the Letter of Offer, Booking Confirmation, and Terms & Conditions are signed and submitted with the Venue Hire deposit payment within 14 days.

e) Payment Schedule

First down payment: 50% deposit of the license fee shall be payable upon acceptance of offer.

Second down payment: 50% deposit of the license fee shall be payable 1 month before the start date of event.

Production Cost, which consists of manpower and consumables, and final adjustments to venue hire would be reflected on the final invoice based on actual usage, payable within 14 days upon completion of event.

Payment schedule is subject to change at OVM Sales discretion.

3. INSURANCE, PERMITS & LICENSES SUBMISSION

a) Mandatory Documents

Once your booking is confirmed, Public Liability Insurance, IMDA Arts Entertainment License and COMPASS permit must be submitted to OVM Sales no later than 14 days before the start of the License Period, failing which your event or performance may not be able to proceed.

Marketing, publicity, and ticket sales are prohibited until SOTA has officially confirmed the booking through a contract, and vetted all seating plans, marketing, and/or publicity materials.

Any media activities within SOTA can only be conducted once said activities have been communicated during initial recce. A proposal with detailed breakdown of the segment plan will need to be submitted for approval at least a month prior to event start date.

Note that any liquor booths held within the premises of SOTA are strictly not allowed to have their brands and/or logos to be displayed publicly, and to refrain from having any promotional/publicity materials of alcohol located within SOTA premises. Any setup in the foyer shall be subject to the approval by SOTA. See details under Foyer Setup in Front-of-House (FOH) Operations.

b) IMDA Rating Limitation

As a school for 13 – 18 years old, SOTA has strict guidelines in its venue policy. Do note that performance/exhibitions including photography and multimedia fall under IMDA's Arts Entertainment (AE) classification code as well. Should the performance/exhibition be rated R18 by IMDA's Arts Entertainment classification code, or screening of any film rated M18 by IMDA's Film Classification System at the exhibition, we would not be able to allow the performance/exhibition to take place in our venues.

As a broad-based venue hire guideline, any individual, business, organisation, performance or event content that is deemed controversial, exotic, provocative or offensive in nature is not permissible in our venues. The contents of the event (e.g. performance, artworks, use of multimedia, publicity materials) should not be suggestive and/or sexual in nature, contain expletives, of contentious racial or religious issues/references, prompting violent, anti-government, anti-religious sentiments, or portrayal of political or sexual orientation references, alternative sexualities, fetishes or addictions.

SOTA has the right to disallow and stop the performance/event should the content be deemed inappropriate.

4. PRODUCTION PROCESS & OPERATION

a) Production Meeting

Upon booking confirmation, the Production Coordinator assigned to your performance/event will contact you to schedule a production meeting. The purpose of this meeting is to discuss and confirm all production and technical requirements. This is to ensure that all planned requirements can be met while keeping to venue standards. This meeting should be done at least 4 weeks before the start date of event. Second down payment of venue hire should be made at this point.

Hirer should prepare the following information:

- Production Schedule
- Technical Rider
- Lighting Plan
- Sound Input & Output List
- Set Drawing with Details
- Stage Layout
- Stage Movement and Transitions
- Show Program with Timing

Such details are important to determine the manpower numbers, equipment availability, time required, etc. Manpower and additional resources shall be confirmed based on the information confirmed at the meeting.

b) Production Schedule and License Period

Hirers should prepare the production schedule in accordance to the timings stated in the license period. The schedule should include daily call times. Activities such as set up, strike, and reinstatement of venue to default setting are part of the license period. The stage will be closed during meal breaks and no activity is allowed.

The Production Coordinator and Head Technician shall record the manpower working hours and usage of any chargeable items in the Hirer Verification Form on a daily basis. Hirer shall acknowledge and sign this form at the end of each day. Additional cost for venue and manpower will apply if the strike or reinstatement is not completed within the schedule.

Additional requirement of venue hire and manpower is subject to availability and approval by OVM.

c) Manpower (Technical Crew)

SOTA technical crew will be deployed based on operations, as well as venue safety requirements. In each venue excluding Gallery, a minimum of 4 crew is required for basic operation, providing general safety and handling emergency situations. Crew's call times must include a minimum of 4 consecutive hours. A meal break should be scheduled every 4 – 6 hours block. Please note that for a break of 2 hours or more, the next call must be a minimum 4-hr call again. Overtime charges apply for the hours between 2330 – 0759 hrs. The number of manpower required for each production will ultimately be decided by OVM to ensure smooth operation.

Hirers are to bring necessary personnel such as stage managers, assistant stage managers, designers, sound engineers, lighting programmers, and laptop operators. The Stage Manager is required to call the show and advise on house open and latecomers' cue. Technical crew are not required to fulfil these roles.

d) Equipment and Venue-Wide Inventory

Most venue specific equipment as listed in the Technical Specifications are free to use with the exception of chargeable equipment such as additional wireless lapel/headset mics, haze machine, projector and moving lights listed in the Chargeable Equipment list. Hirer shall submit the Technical Rider with required. Items in venue-wide inventory within Technical Specifications are subject to availability.

All venue equipment is to be operated by SOTA technical crew only. Hirer's crew or staff may only operate SOTA equipment under the supervision of an OVM technician, and with prior agreement with the assigned Production Coordinator.

Hirer bringing external equipment shall also bring necessary crew or contractor for set up and show operation or standby. An equipment list must be submitted to determine suitability, compatibility and safety considerations.

e) Cancellation Guideline

SOTA understands that at times requirements may change and consequently require adjustments to technicians’ call times and venue booking times. SOTA will allow minimal changes to call times, at the discretion of the Production Coordinator. As a rule, with a minimum lead of 3 working days, call times may be cut up to a maximum of 4 hours, while maintaining a minimum 4-hour consecutive call.

Example:

You have a 4-day booking for a dance production at the Drama Theatre from Wednesday to Saturday. The first 2 days are planned for the set-up, while the third and fourth day are for Rehearsals and Performance respectively. The table below is a reference for the 3 working days cancellation timeline.

Should you plan to cancel the first day of set up the week before your booking, based on the hirer’s cancellation request made which is less than 3 working days, you will forfeit the venue booking fee and are required to pay for the production manpower cost for your 1st set-up day scheduled on Wednesday.

Cancellation Timeline	Hirer’s cancellation email was received on Thursday at 1730hrs which is exactly 7 days prior to their 1 st set-up day which was scheduled for coming week Wednesday.
Thursday	Cancellation information received.
Friday Working Day	Counted as “DAY 0” for cancellation request.
Sat & Sun Weekends (OFF)	Non-Office Hours
Monday Working Day	Counted as “Day 1” for cancellation request.
Tuesday Working Day	Counted as “Day 2” for cancellation request.
Wednesday Working Day	Counted as “Day 3” for cancellation request. 1 st SET UP DAY – CANCELLED
Thursday Working day	Counted as “Day 4” for cancellation request. 2 nd SET UP DAY

f) Post Production

After completion of performance/ event, a final invoice will be sent to the hirer, stating all production and venue hire costs. Payment shall be paid within 14 days to settle any outstanding amounts.

5. FRONT-OF-HOUSE (FOH) OPERATION

a) Main Duties of Ushers

SOTA’s FOH Supervisor and ushers will be provided during the performance block of venue hire. Their duties will start 1.5 hours prior to the showtime. During the entire period, hirer should have one FOH representative stationed at the foyer main entrance or reception area for ease of coordination and in case of emergencies. Coordination includes house open, re-admission, ticketing issues and addressing patron enquiries.

Ushers shall set up logistics as indicated in the events form. They shall also conduct house sweeps before and after each performance, provided general customer service (showing audience to their seats, assisting handicapped audience), and perform General Ushering.

b) Foyer Setup

Foyer setup including food reception, booths, backdrop, decoration, and marketing materials shall be indicated in the FOH Layout. The Layout must be submitted at least 2 weeks before the start date of License Period for approval by SOTA.

All sales of merchandise (e.g. CDs, T-Shirts, caps, etc) and setting up of donation boxes must be communicated to, and approved by SOTA OVM Sales prior to bump-in. As there may be licenses, permits, and/or additional set up requirement in some instances, do communicate such intentions as soon as possible to minimize any complications.

The following are not allowed.

- No materials and adhesive substance on any surfaces within the premises.
- No sale of food & beverages, and flowers.

c) Admission Guidelines and Policy

The following must be observed:

- Admission (House Open) is half an hour before showtime. Hirer's stage manager and front-of-house representative shall confirm when the venue is ready for house open. Ushers will then commence admitting patrons. Latecomers' cues and re-admission cues shall be determined by hirer's stage manager and front-of-house representative.
- All audiences will be admitted into the venues only from pre-determined points i.e. CH Door 1, 2, 3, 4, Circle Door, DT Door 1, 2 & 3 and ST Door 1.
- Ticket admission is strongly advisable for accountability as well as safety issues.
- Latecomers (including hirers and their representatives) will be admitted only based on latecomers' cues.
- Hand-carried items, such as bouquets of flowers must be tagged at the baggage cart by a SOTA usher. Collection shall be after the show.
- Infant-in-arms are not allowed in the venue.
- Availability for wheelchair access patrons are limited and must be communicated to SOTA OVM staff as early as possible to ensure there is adequate time and manpower on hand to carry out the required works. Please seek details and clarifications during site recce.
- Patrons with Guide Dogs should also be communicated with SOTA OVM staff as early as possible so that provisions can be made to accommodate the patron.

d) E-Ticket Scanning

Hirers or their ticketing vendors are required to provide the scanners or readers to facilitate ticketed admission as OVM does not provide any scanning devices. Hirers are to make provisions for internet connection if it is required. OVM cannot guarantee sufficient connectivity of scanning devices should the hirer not arrange for their own provision.

e) Performance Showtime & Intermission

Hirers are advised to keep to the timings below for performances/events in the various venues in order to facilitate crowd movement prior to admission and during intermission. Any intended change in timings should be reflected at production meetings.

As a guide, the venue will open for audience admission half an hour before show time. It is a recommended practice to ensure the show starts and ends on time. This will prevent an overrun leading to additional cost.

Showtime Guide

Venue	Matinee Show	Evening Show
Concert Hall	02:30PM	07:30PM
Drama Theatre	03:00PM	08:00PM
Studio Theatre	03:00PM	08:00PM

**Intermission should be a minimum of 15 minutes.*

Example of A Performance Block (Minimum. 4 hours)

Time	Activity	Description
06:30PM	Preset/ Front-Of-House (FOH) Setup	Start of SOTA ushers' duties. Hirer to do final checks on stage.
07:30PM	House Open	Hirer's stage manager and front-of-representative to give SOTA the cue to start admission for patrons.
08:00PM	Showtime	Intermission of 15 minutes or 20 minutes
10:00PM	End of Show/ House Clear	Patrons to exit venue. House sweep by SOTA ushers. All logistics to be kept. Hirer to tear down and clear any setup.
10:30PM	End of Performance Block	End of SOTA ushers' duties

f) House Seats

SOTA reserves the right to have 6 seats in Concert Hall, 4 seats in Drama Theatre, and 2 seats in Studio Theatre for SOTA's use. Details of location and schedule of release for such seats are listed in the Terms and Conditions of Venue Hire.

g) Open Rehearsals

In the event of open rehearsals, or any rehearsal in which there will be a minimum of 10 audience seated in the house, FOH personnel will be deployed in view of safety concerns. The number of FOH personnel deployed will be dependent on the number of audience, and will be charged accordingly. Please seek details and clarification during site recce..

h) Photography/ Video Recording/ Audio Recording

The following must be observed:

- Standard camera positions are available. Please indicate the use in event form and SOTA ushers will reserve the area. These are pre-determined areas and have requirements (e.g. only wireless setup at certain positions, blocking of certain seats, etc) that need to be observed in accordance to FSSB stipulations.
- Hirer and their vendors must bring accessories like cables, stands and batteries.
- Allowing of any recording or photography by audience during performances will be determined by the hirer beforehand and communicated to SOTA OVM. SOTA ushers will then assist to enforce these rules accordingly.

6. VENUE CODE & SAFETY REGULATIONS

a) Fire Safety and Evacuation

- All passageways and entry/exit points shall be kept clear at all times in accordance to FSSB directives. Please check with the Production Coordinator should you require clarification.
- SOTA technical crew and ushers are trained in the fire evacuation procedures specific to SOTA venues. Should there be a fire alert, please remain calm and follow their instructions. Evacuation plan for each respective venue is available upon request.

b) Stage, Set and Others

- Any scenery, sets, props, décor, confetti etc. may be required to be fire retardant. A certificate of the chemical and grade used must be produced as proof. Do check with the Production Coordinator should you require clarification. OVM reserves the right to check and test where necessary any item for compliance with the appropriate fire safety standards. OVM will remove, or provide flame-retardant chemicals at the hirer's expense, any items not conforming to the appropriate fire standard. **Failure to comply could result in cancellation of the performance.**

- No helium balloons, naked flame or pyrotechnics are allowed in SOTA venues. Any performance or exhibition that may require or using/dealing with organic material (e.g. water, sand, soil, food, plants, dried leaves or wood) and hazardous material will require a proper set-up and mitigation plan to be submitted for SOTA's approval. Once approved for show/exhibition usage, all organic material will need to be properly treated (with certification) before brought into the venue for set-up. Documentation of the treatment process will need to be submitted to OVM before set-up.
- A Professional Engineer (PE) endorsement is needed for any constructed/assembled structure that require any performance choreography on it. A detailed construction/assembly drawing is to be submitted a month prior to set-up day, and a qualified person (PE) is to be provided onsite by the hirer to commission the completed set structure before any usage is allowed for the event/show. This will include all constructed set/platform and scaffolding with height of 3m and above, and all LED Wall assembly.
- Use of animals will be subject to approval by SOTA
- If there are elements which have risks of damaging the stage floor, the hirer must provide protection. Please seek details and clarification during site recce.

c) Power Supply

- Use of venue power supply and external power setup is subject to approval by SOTA.
- Hirer shall engage a Licensed Electrical Worker (LEW) and bring necessary equipment when required to use 32 Amp or 63 Amp power supply for distribution within venue. An endorsed single line diagram by a LEW is to be submitted a month prior to set-up day. The LEW is to conduct a proper circuit testing onsite for all the hirer's equipment connected to their DB box and endorse its safe use before any plugin to the venue power source will be allowed.
- Hirer may bring and use 13 Amp breakers for equipment setup in foyer.
- Additional external power (e.g. generator sets) may be allowed.

7. GENERAL GUIDELINES

a) Backstage Access and Dressing Rooms

Hirers are required to submit the backstage pass name list of all personnel involved in their event to OVM Sales at least 2 weeks before bump-in. Passes may be collected from SOTA Security Counter located on Level 2 on the day of event. The number of passes issued is pegged to the venue loading capacity for Concert Hall, Drama Theatre and Studio Theatre. All passes must be returned on the last day of your booking period. There is a penalty of \$50 for each unreturned or lost pass.

The following must be observed:

- SOTA access passes are to be worn at ALL TIMES while in restricted areas, within reason. Passes issued are non-transferrable.
- All hirers are required to access backstage areas through pre-determined entry/ exit points.
- Do note that all personnel may be subjected to Backstage Pass checks, at any time while on SOTA premises.
- No unauthorized person shall be admitted into the performing venues, control rooms, machinery plant rooms, or storerooms unaccompanied.
- All personnel are required to stay within the vicinity of their own venues and allocated dressing rooms.
- Members of the public are strictly not allowed to the stage and backstage areas of all SOTA performance venues at all times.
- No person(s) shall be permitted to be/remain on the premises outside of the scheduled booking hours.
- During actual performances, all performers, crew and staff who would like to watch the show will be treated as any other audience member and would require a ticket to enter the house unless previously agreed otherwise.

Dressing Rooms

- Keys to allocated dressing rooms can be drawn from the Production Coordinator (if required) only during the booking period. Keys are to be handed back daily.
- Any lost or damaged keys will be charged to the hirer accordingly at a rate of \$300 per key.
- Hirer will maintain responsibility of the security of the rooms and safekeeping of the keys once they have been signed out.

b) Food & Beverage

- Food & beverage (with the exception of plain bottled water) is not allowed onstage, in technical areas, and audience areas in all venues at all times.
- Performers and working staff may consume their meals in Dressing Rooms, Dressing Room corridors, Holding Room (Concert Hall), and public spaces outside the venue.

c) Catering

- Any catering of food and beverages must first be cleared with OVM Sales. The hirer is fully responsible for the conduct of the caterers engaged, and to ensure that general cleanliness and safety is observed.
- All disposal of food is to be made outside of SOTA premises.
- A representative from the hirer should be present to ensure caterers setup and clear out of the venue on time.

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d) Health and Safety

- Smoking is not allowed within SOTA premises at all times. The hirer will be responsible for the general conduct of all their performers, staff, crew, contractors, vendors etc. during the booking period within SOTA premises.
- SOTA requires a minimum safety standard of steel/composite toe footwear for all staff and/or crew, including external contractors, who will be working onstage during bump-in/setup and bump-out/strike periods. Certain circumstances may also require the use of hardhats, e.g. when there are overhead works. The hirer will be responsible for ensuring these requirements are adhered to. Any person(s) found in non-compliance may be asked to leave the venue.
- Hirer is to remind musicians to practise good hygiene by using an apparatus for releasing the condensation from their wind instruments. The condensation on the stage floor increases the risk of slip and fall injury, as well as contributes to hygiene concerns.
- Hirer may be required to submit a Risk Assessment (RA) form for actors' movement on set with raised platforms, ramps and sharp corners. Other elements that may have risk factors are also to be included. Hirer's production manager or company manager shall approve the form after assessing the final rehearsal in venue.

The following must be observed for housekeeping and hygiene:

- All refuse to be properly bagged and placed in the bins provided outside of the changing rooms or at other specific parts within the venue.
- Waste unable to fit into venue bins should be bagged properly and disposed of outside of SOTA premises.
- Hirer shall arrange for disposal of large bulky items.
- All venues hired (including dressing rooms and the common FOH areas utilized) must be restored to its original/default configuration/state by the end of the hire period.