

## **Booking FAQ**

The Staircase prides itself on being a DIY venue for over 20 years. Here's what you can expect when booking with us:

### **What is included in my rental?**

IS: Equipment (Projector, Screen, Bluetooth, Speakers, Microphones, Tables, Chairs, Bar Service (optional and room dependant),

IS NOT: Tech Operators (\$20/hour), Box Office (\$20 flat fee). Bar attendant for Bright Room (\$15/hour. This gets waived if over \$500 in drink sales is achieved)

### **Do I NEED A Tech Operator?**

They're in charge of any lighting and music cues. They control the house music pre-show, songs in between acts, starting screenings and making sure you sound/look your best. No Tech Op = you're fully in charge of everything.

If you choose not to use one of ours, you will have access to our A/V equipment. Tech areas are typically off stage so finding someone you trust to run the show is always recommended.

### **Do I NEED A Box Office Attendee?**

No, but if you are the point of sale for tickets, you need to bring money for change/a float, a cash box and the ticket list. We'll give you a seat in the Box Office booth and you run the show. Bring a Square device if you can for people who don't carry cash. A box office attendee typically announces when it's show time and lets people in as needed.

### **What does your Box Office do for us?**

We take sales at the door (debit/credit card included) and check names off the list of ticket buyers you need to bring with you. A day after the event we will reimburse you the amount earned on ticket sales OR deduct it from your outstanding invoice, if applicable.

### **Can I bring in my own alcohol for our event?**

Our liquor licence prohibits outside alcohol so this is not an option. We're happy to staff, sell and serve food and drink for your guests. Any guests with outside alcohol will be removed and fined.

**Can I/my guests arrive early for my event/can I set up early**

Please stick to the booked times. We require time in between events to reset. If you require early set up, or time to clean after the event, this needs to be factored into your booked times as we cannot guarantee it won't conflict with another event or that staff will be on site. We will offer a discounted rate for anything more than 10 minutes past the booked times.

**Are site visits allowed leading up to my event?**

Yes, during open hours (Thursday - Sunday 7 PM to Midnight) OR when we are already on site, otherwise the building is closed. If we are already on site and the timelines work, we're down. Anything longer than a 20 minute visit will require a heavily discounted room rental to make sure the room is unbooked and to give you enough time to have your questions answered. .

**Will you help promote our event?**

Yes! send us graphics in the requested sizes. an event blurb and a ticket link (When applicable). If we don't receive these, don't expect to see your event on the website calendar or our social media. This information needs to come from the booker, we will not find it online and risk it being wrong or outdated..

**Do I need to pay in full in advance?**

No, we require 25% of the final amount in order to book you into our calendar. This is non-refundable. Any events cancelled within 7 days of the event will be invoiced 100% of the final amount.