

RENTAL CLIENT GUIDE

Thank you for choosing the Conrad Centre for the Performing Arts (CCPA) for your event!

To best plan and support your rental booking, we have outlined a path of steps that you can follow for your rental with us from beginning to end.

Please keep in mind that each rental has unique needs, and each rental client will also be offered plenty of one-on-one guidance and support from the CCPA Rentals Management team and key CCPA personnel.

Below, please find a **timeline of rental steps** and when they should be completed. CCPA Rentals Management will send you reminders about these steps throughout your rental booking.

If you have any questions, please email Carin Lowerison at rentalsccpa@kwsymphony.on.ca and she will be happy to assist you.

STEP 1: BOOK A TOUR

min. 8 weeks in advance of your rental

If you are unfamiliar with our venue, come and see it first! Contact Steven Jackson, our Front of House Manager at sjackson@kwsymphony.on.ca for a tour of the CCPA. You can also view this short **YouTube video tour of the CCPA** courtesy of Explore Waterloo Region.

- [video tour of the CCPA](#)

STEP 2: BOOK YOUR DATES

min. 8 weeks in advance of your rental

Submit the **Request a Rental Form**. Rentals Management will contact you to secure available dates and create a **Rental Agreement** to send to you.

- [Request a Rental Form](#)

STEP 3: APPLY FOR THE CCPA RENTAL SUBSIDY GRANT THROUGH THE CITY OF KITCHENER

(Optional) The City of Kitchener has a grant program that funds eligible applicants up to 50% of the base rental cost of renting the CCPA. **To apply, fill out the application and append the Rental Agreement that was sent to you.** The turnaround for grant results is quite quick and therefore you are free to wait to see if you receive the subsidy grant before signing and returning the Rental Agreement to us.

- [The City of Kitchener CCPA Rent Subsidy Grant Application](#)

STEP 4: SIGN YOUR RENTAL AGREEMENT

min. 6-7 weeks in advance of your rental

Carefully review the Rental Agreement and when ready to book, sign pages 6, 9, and 18 and return it to rentalsccpa@kwsymphony.on.ca as a pdf. Alternatively, you may mail, or hand deliver a signed paper copy of your rental agreement.

STEP 5: PAY 50% OF THE RENTAL DEPOSIT

min. 6-7 weeks in advance of your rental

This step immediately follows Step 3. The amount you need to pay is located on page 2 of your Rental Agreement. We accept cheques and e-transfers to finance@kwsymphony.on.ca. Once your deposit is received, we will counter-sign your Rental Agreement and send it back to you electronically. **At this point, your Rental Booking will be secured.**

STEP 6: SEND US A CERTIFICATE OF INSURANCE

min. 6-7 weeks in advance of your rental

Get in touch with an Insurance Broker and purchase Event Insurance. Ask for combined single limit coverage of \$2M for personal injury, death, and property damage in a single occurrence. Ask the Insurance Broker to send us a Certificate of Insurance naming the “City of Kitchener and the Kitchener-Waterloo Symphony Orchestra Association Inc.” as additional insured.

STEP 7: SUBMIT A TECHNICAL REQUIREMENTS AND LABOUR SCHEDULING FORM

min. 6 weeks in advance of your rental

The **Technical Requirements and Labour Scheduling Form** helps us understand the scope and scale of your Rental Booking so that we can support your technical and staffing needs.

- [Technical Requirements and Labour Scheduling Form](#)

STEP 8: REVIEW YOUR LABOUR PLAN

min. 5 weeks in advance of your rental

We will create a **Draft Labour Plan** based on the information you send to us in your Technical Requirements Form (Step 6). This document is in the cloud, and you will be able to add information and comments to help shape it into its final form. This document will serve as the itinerary and “map” for how your event will take place. It is a way for Rental Client staff and CCPA staff to communicate so that everyone can literally be on the same page!

STEP 9: SCHEDULE A PRE-EVENT ATA MEETING

min. 4 weeks in advance of your rental

At this point in the rental process, we will ask you to come in for an **in-person consultation meeting with our ATA** (Serge Phillips: sphillips@kwsymphony.on.ca) to discuss and trouble-shoot all the finer technical details of your rental booking. The main Organizer, Production Manager, plus Designers should attend this important meeting. At this point, you will also be encouraged to send us any design plans (lighting plot, set design plans, rental inventory, etc.)

STEP 10: FOH FORM

min. 3 weeks in advance of your rental

The Front of House Form tells us more about the needs of your Rental Booking from the point of view of the lobby and taking care of your Patrons.

- [Front of House Information Form](#)

STEP 11: PROMO FORM

min. 3 weeks in advance of your rental

The Promotional Support Form helps us share information about your public events through our Event Listing Page, on our Building Marquee, on our digital screens facing King Street, and through our Social Media channels (Twitter / Instagram)

- [CCPA Promotional Package for Rental Clients](#)

STEP 12: REVIEW AND SIGN THE SAFETY AND RESPECT POLICY

min. 2 weeks in advance of your rental

You will be sent an online questionnaire to complete relating to reviewing and adhering to CCPA's Safety and Respect Policy, a requirement of all Rental Clients.

STEP 13: PAY THE OTHER 50% OF THE RENTAL DEPOSIT

min. 1 week in advance of your rental

This step can be taken well in advance. The balance you need to pay for your booking is located on page 2 of your Rental Agreement. We accept cheques and e-transfers to finance@kwsymphony.on.ca. You will not be able to proceed with your booking until this second deposit is received. Please note: if you receive a grant from the City of Kitchener CCPA grant subsidy program, the City of Kitchener will cover your second deposit instead of you and we will invoice the City of Kitchener directly for that money.

STEP 14: SEND US THE NAMES AND CONTACT INFO OF YOUR VOLUNTEERS (if applicable)

min. 1 week in advance of your rental

If you have indicated that you will be working with your **volunteer base**, you will be asked to send us the names and contact information for your Ushers and Box Office/Greeters. **Please send a list of their names, emails, mobiles to rentalsccpa@kwsymphony.on.ca**. The only people who will have access to this list are Rentals Management and the Front of House Manager.

STEP 15: FIRST DAY OF YOUR RENTAL

Please arrive prepared and on time with your team. You will spend the first 15 minutes doing a safety walk-through of the facility with the ATA and then you will be able to get your event setup underway.

STEP 16: LAST DAY OF YOUR RENTAL

Please ensure that the venue, including lighting plot, seating configuration, backstage areas, booth, lobby, etc. is restored to its initial condition by the conclusion of your Booking Period.

STEP 17: AFTER YOUR RENTAL HAS TAKEN PLACE

24-48 hours following your Rental Booking

You will be emailed a **Post-Event Form** where you will be asked to: 1) report the number of people who purchased tickets to your event(s) for calculation of the Capital Reserve Fund fee (\$1.00/ticket sold); 2. report the total ticket sales for calculation of applicable SOCAN fees; 3. provide feedback about your experience renting the CCPA.

- [Post-Event Form](#)

STEP 18: FINAL INVOICE

2-3 weeks following your Rental Booking

You will receive a **Final Invoice** from KWS Finance for any incidental costs associated with your Rental Booking. This could include staffing charges, CRF fee, SOCAN, consumables (bulbs, gels), equipment rentals, etc. The Final Invoice can be paid by cheque, E-transfer, or EFT. Payment of the Final Invoice concludes the Rental Agreement you have with the CCPA.