

WOLLONGONG TOWN HALL

Venue Hirer Kit



For enquiries

please fill in the [Venue Enquiry form](#)

Or email venuehire@merrigong.com.au

MERRIGONG
THEATRE
COMPANY

ILLAWARRA
PERFORMING
ARTS CENTRE

WOLLONGONG
TOWN HALL

Frequently asked questions

My event is next year – when can we confirm and contract my event?

Merrigong operates across multiple venues with numerous event types and will do our best to accommodate or work with you to find the right dates for your event. We can pencil in dates up to 12 months in advance, however, we are unable to confirm final dates and issue contracts for the upcoming year until October when the Merrigong Season is finalised.

What inside ticketing fees do you charge?

Ticketing fees do apply to shows and the total ticket price is inclusive of GST (where applicable) and includes the IPAC box office ticketing fees. All advertised prices will be at Total Ticket Price.

Can I use my own ticketing links and external system?

All events in our venues must be ticketed via Wollongong Town Hall's ticketing system. However in some circumstances, an allocation to external systems may be made by arrangement.

How much does it cost to run my event in one of your theatres?

Venue costs are unique depending on specific requirements for your show or event. We will provide a cost estimate based on our standard hourly rates, and your unique requirements. We ask you to provide as much information as possible to enable this process.

Prices are updated annually and we benchmark against other venues and aim to keep hirer fees as low as possible.

What happens if I need to reschedule or cancel my event?

In the event of a cancellation, Wollongong Town Hall requires 90 days written notice or fees will apply. You will be charged for any costs occurred during the promotion/ on-sale period and ticket charges refunded to the patrons.

Can I use my own employees or volunteers for FOH and tech duties to cut costs on using Wollongong Town Hall staff?

In some circumstances, your own staff can be used provided they have certain qualifications. There are minimum staffing requirements for each area, these will be reflected in your cost estimate. All staff and volunteers are expected to abide by Wollongong Town Hall's code of conduct and attend required inductions while on the premises.

Can I sell merchandise at my event?

Merchandise can be sold in connection with the Event, with prior approval and a commission applies. If the merchandise is to be managed and sold by Wollongong Town Hall staff, staffing fees apply for the time incurred.

How is the settlement managed?

Merrigong will render an account to the Hirer within 14 days of the end of the hire period and will deliver an invoice for hire costs.

Can I get patron data?

Merrigong can provide the opt-in patron to the Hirer after the event. The Hirer needs to provide a copy of their Privacy Policy, and must comply with the [Privacy Act \(Cth\) 1988](#), and the National Privacy Principles and the guidelines set by [Live Performance Australia](#). Please email the Marketing Coordinator for further information.

Will I receive marketing and promotional assistance?

We offer a range of complimentary and paid advertising to help make your event a success. The Marketing Coordinator will be in contact when the show is confirmed to commence planning.

Wollongong Town Hall is the city's key civic and community venue and is located within Wollongong's Arts Precinct. Recently refurbished, Wollongong Town Hall comprises four meeting and performance spaces, including the 944 seat main auditorium and newly renovated Music Lounge. Smaller rooms are able to accommodate 30 to 270 people.

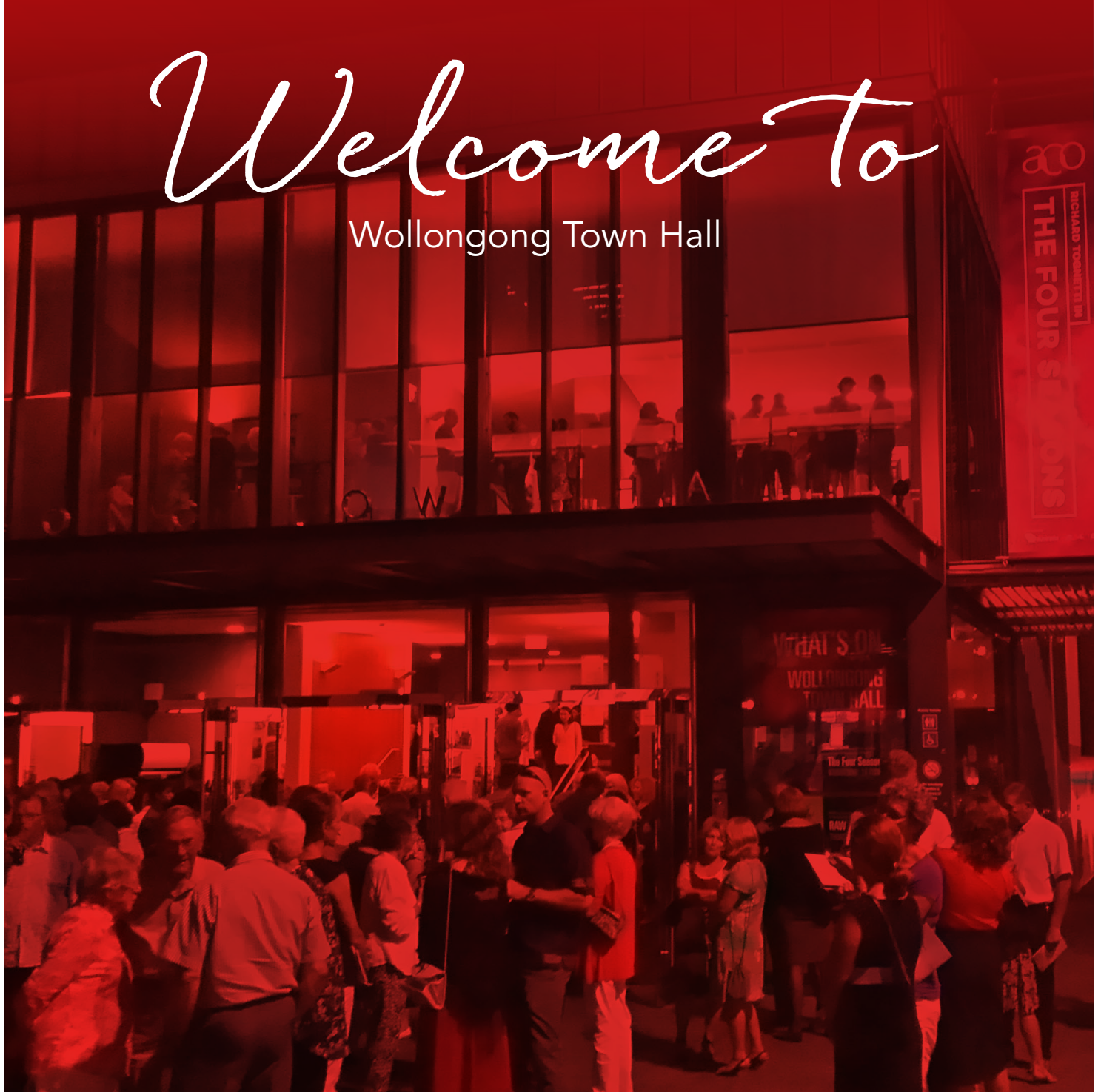
The Wollongong Town Hall is managed by Merrigong Theatre Company, a vibrant theatre company in its own right – producing, presenting and touring exciting

contemporary theatre and supporting the development of a wide range of theatre makers.

Our company's name, 'Merrigong', reflects the Dharawal word for the Illawarra region's distinctive escarpment, a landmark of supreme cultural importance. The name serves as a constant reminder that our venues rest on unceded First Nations land. In all that we do, Merrigong Theatre Company seeks to acknowledge the traditional custodians of this land, and to show respect to all First Nations people who call our region home.

Welcome To

Wollongong Town Hall



Wollongong Town Hall Venues

General Information

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| Accessibility | The Wollongong Town Hall is accessible with ramps, elevators and wheelchair seating. |
| Accommodation | Adina Executive Wollongong is the Accommodation partner for Wollongong Town Hall. For bookings: (02) 4250 5000 Address: 19 Market St, Wollongong NSW 2500 |
| Catering | All official catering is to be arranged through the Merrigong Theatre Company. A fee may apply if external catering is used. |
| Cleaning | General cleaning of the venue, not including the space hired, is included in the venue hire fees. At the end of occupancy the hirer must leave all areas in a clean state. Should the venue be left in an unclean state any additional cleaning charges are payable by the hirer. The spaces hired will be cleaned upon the hirer's exit from the venue with all charges payable by the Hirer. |
| COVID-19 | Wollongong Town Hall is following all current COVID-19 Public Health Orders and managing hygiene and venue cleaning as a part of our Work Health and Safety. Wollongong Town Hall asks all visiting hiring companies to comply with our COVID-Safe Plan while on the premises. A full copy of our COVID Safe Plan will be made available to you when confirming your event. |
| Dressing Rooms | Dressing rooms are included in theatre hire. The Main Auditorium and Music Lounge are equipped with a number of dressing rooms. |
| Electrical Testing and Tagging | All portable electrical equipment, used in or brought into the venue is required to be tested and tagged as per the Occupational Health and Safety Act 2004. For further information please contact the Production and Technical Manager. |
| Height Safety | Height Safety equipment as required is provided as part of the venue hire. Hirer staff must be inducted if its use is required and must be used under supervision from a Merrigong Theatre Company employee. |
| Kitchen Facilities | There are facilities available to store/refrigerate food and make tea and coffee in the Town Hall kitchens. The Town Hall is not equipped to heat or cook food. Hirers using the kitchens for food storage will need to comply with Regulation under the Food Act 2003 (NSW) . |
| Laundry Facilities | There are no laundry facilities located onsite. Facilities at IPAC may be used with prior arrangement with the Production and Technical Manager. |
| Loading Docks | The loading dock is located at the Town Hall, entry on Crown Street. The loading dock is available for loading and unloading only; no parking in the dock is permitted. |
| Parking | No parking is available at the Wollongong Town Hall. There is street parking available around the venue. Various parking fees and/or restrictions apply; it is recommended to check signage before leaving your vehicle. |
| Pyrotechnic, open flames etc. | Pyrotechnics, firearms and naked flame are allowed subject to testing and approval by relevant authorities. For further information please contact the Production and Technical Manager. |
| Risk Assessment | A checklist and template are provided when quoting your event. |

Wollongong Town Hall Venues

General Information

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| Security | The venue has a security system for the comfort, safety and security of all artists, staff and visitors to the venue. Please do not compromise this security by allowing unauthorised personnel backstage. Please look after your valuables. Merrigong Theatre Company accepts no responsibility for any lost or stolen property. |
| Smoking | The Arts Precinct (including IPAC, the Art Gallery and Wollongong Town Hall) is a smoke free zone. By law, smoking can only take place in designated smoking areas. |
| Video Recording | If you are capturing your show to video you can do so from the side box or a designated seat in the auditorium. A Broadcast Allowance may be payable to employees involved in an event. Please request further information from the Program Coordinator. |
| WHS | The Hirer shall ensure safe work practices are adhered to by their staff/volunteers and defer to the venue staff if there is a question of safety and/or damage to the venue or equipment. All visiting Hirers must undergo a venue specific induction in regard to fire evacuation and workplace health and safety. A copy of the Fire Evacuation Safety Procedures are available on request. It is a requirement that closed shoes must be worn on stage during site inspections, bump in and bump out. All electrical equipment entering the building must carry the appropriate test and tag documentation. Every Hirer must provide Merrigong Theatre Company with appropriate risk assessment documentation. |
| Working With Children Policy | The Merrigong Theatre Company's Working With Children policy requires all events with cast members under 18 years to ensure any necessary <u>Working with Children Checks</u> are completed. Hirers must read and adhere to our Working With Children Policy and complete a Working With Children Risk Assessment. If the children are under the age of 15, or under 16 if they will be modelling, contact the NSW Children's Guardian to find out if you require an employers' authority. |

Occupancy Levels:

| | Main Auditorium | The Music Lounge |
|---|------------------------|-------------------------|
| Occupancy – Performers/Back of House | 100 | 20 |

When the Town Hall Auditorium and The Music Lounge are in use, the maximum numbers must not exceed 1,050 people. The maximum number of front and back of house reduces for performances and events where no seating is provided and the patrons are standing.

Booking Process and Confirmation

When booking a show at Merrigong, the following process is required. Once an event goes to contract, the following documents are issued by Merrigong for completion and return by hirer before any ticket sales and advertising can commence:

- Agreement for Hire
- Schedules 1 – 5
- A deposit paid.
- Public Liability Insurance

The following are required 7 working days prior to on-sale date:

- Schedule 1 – Premises hired, dates and times, including event description e.g. Bump in/out
- Schedule 2 – Box Office requirements form
- Schedule 3 – Front of House information
- Schedule 4 – Publicity and marketing information
- Schedule 5 – Technical Requirements form
- Deposit Paid – EFT Receipt emailed to venuehire@merrigong.com.au
- Image/Blurb

Cancellation Policy

If an event must be cancelled, the hirer must give written notice of any cancellation to the Company at least 90 days prior to the event. If the event is cancelled, then the initial ticketing fee and a ticket cancellation fee will be payable for all tickets sold and must be paid by the hirer within 7 days from receipt.

If the Event is cancelled less than 90 days in advance, the Hirer must pay to the Company all venue performance fees as specified, less the amount of the non-refundable deposit, plus any costs already occurred for marketing/promotions and staff costs incurred for rostered shifts.

The Company reserves the right to refund the price of any ticket purchased by any person in respect of a cancelled Event and is not responsible for any Costs incurred by the Hirer as a result of such a refund.

Full details of the cancellation policy are outlined in the Agreement for Hire.

Rates and Fees – General Information

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| Deposit | The deposit is 50% of venue performance/event access charge as outlined below or \$1,900 for Main Auditorium or \$425 for The Music Lounge - whichever is greater NOTE: The deposit is non-refundable. |
| Extra Fees | Venue fees include GST and all charges for electricity and air conditioning. |
| Equipment | Fees apply for additional equipment. For a full estimate of production fees, a meeting with the Production and Technical Officer will be required. |
| Minimum crew for performances in the Main Auditorium and Music Lounge Theatres | 1 Duty Technician (DT) 1 Control Room Technician |



The Main Auditorium is a historic venue seating up to 944 patrons across two levels. The Auditorium boasts cathedral ceilings, wooden floors, renowned acoustics, the 'royal box' and historically significant Ronald Sharp pipe organ. The venue provides an admired historical setting and is fully equipped for contemporary event requirements.

Main Auditorium

Specs

→ [Click here for Main Auditorium Specs.](#)

NB: Please note there is a temporary weight restriction on the onstage and FOH truss. No additional lighting, drapes or other equipment can be flown until further notice. We are operating under a reduced LX plan. Please contact the Technical and Production Manager for further details if required.

Seating Plan

→ [Click here for Main Auditorium Seating Plan](#)

Main Auditorium

Fees and Charges

Please note, your fees will be show specific and depend on your individual requirements. The below is an overview of our standard rates. Fees apply for additional equipment used.

Performance Access Charge as below:

| Performances/Events* | |
|--|--|
| Per performance/event (maximum access 5 hours) | \$1,900 |
| Additional performances same day* | \$1,200 |
| (additional 5 hours, i.e. total maximum 10 hours) | |
| OR | |
| Percentage of Gross Box Office | 10% |
| Less Ticketing fees and GST WHICHEVER IS GREATER | |
| Access Charge Per Hour Fees*^ | |
| Charged per hour outside or additional to Performance Access Charge | \$190 |
| Other Fees | |
| Industry Service Fee (ISF) – per performance (inclusive of GST)+ Current to 31/12/2020 | \$109 |
| Organ Levy – charged to events that use the pipe organ. | \$250 |
| End of Hire Cleaning Surcharge – per hire | \$361 |
| Special Event Cleaning Surcharge | POA |
| Standard lighting & sound system per day Includes 4 x handheld microphones, standard front of house PA with L&R speakers (Main Auditorium only). | \$202 Fees apply for additional equipment. For a full estimate of production fees, a meeting with the Production & Technical Manager will be arranged. |

*Charges begin at Company Arrival and end at Company exit. Charges are continuous per day.

Please note: Bookings in weekly blocks will be charged a minimum of the equivalent of five single performances.

^Access hours may also include set up required prior to the hirer accessing the venue - if there are extensive technical requirements to be pre-set

+This fee is subject to change at the discretion of Live Performance Australia. Exemptions may apply to your organisation. Contact the Program Coordinator for more information. If you already have a letter of exemption, please provide this with your signed contract.



The Music Lounge is a versatile space that can be used as a function space, Green Room or break out area. The room is equipped with fully functioning bar and is suitable for theatre style, standing/cocktail functions, seated functions and exhibition mode. Holds up to 270 for a standing function.

The Music Lounge

Specs

→ [Click here for Music Lounge Specs](#)

The Music Lounge

Fees and Charges

Please note, your fees will be show specific and depend on your individual requirements. The below is an overview of our standard rates. Fees apply for additional equipment used.

| Performances/Events | |
|--|---|
| Per performance/event* Between 9am – 5pm weekdays (maximum access 5 hours) | \$200 |
| Additional hours per hour*^ Between 9am – 5pm weekdays | \$75 |
| Per performance/event* After 5pm and weekends (maximum access 5 hours) | \$425 |
| Additional hours per hour*^ After 5pm and weekends | \$85 |
| OR | |
| Percentage of Gross Box Office Less Ticketing fees and GST WHICHEVER IS GREATER | 10% |
| Industry Service Fee (ISF) Per performance (inclusive of GST)+ Current to 31/12/2020 | \$36 |
| End of Hire Cleaning Surcharge – per hire | \$127 |
| Special Event Cleaning Surcharge | POA |
| Cleaning of Crockery Charge for labour required to clean crockery and cutlery. | \$472 |
| Merchandising Fee (percentage of gross sales inclusive of GST) | 12.5% |
| Markets or Trade Fair style events Table Fee per table* | \$12.50 |
| Standard lighting & sound system per day Includes 4 x handheld microphones, standard front of house PA with L&R speakers (Main Auditorium only). | Included in hire Fees apply for additional equipment. For a full estimate of production fees, a meeting with the Production & Technical Manager will be arranged. |

Please note: Bookings in weekly blocks will be charged a minimum of the equivalent of five single performances.

*Charges begin at Company Arrival and end at Company exit. Charges are continuous per day.

^Access hours may also include set up required prior to the hirer accessing the venue - if there are extensive technical requirements to be pre-set

**Standard Town Hall trestle table (2100mm x 800mm)



The Ocean & Wattle Rooms are ideal spaces for smaller meetings. Both rooms can accommodate 30 chairs theatre style or can be set up boardroom style. If you have an event in the Main Auditorium or Music Lounge, you may hire one of these rooms at a flat daily room for storage.

The Wattle Room offers ramp access and a kitchenette.

Ocean Room & Wattle Room

Specs

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|-----------------|----------------------|
| Capacity | Seats 30 |
| Standard set up | Clear standing space |
| Furniture | Chairs and tables |

Fees and Charges

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|--|------|
| Hire fee per hour | \$35 |
| Additional space when hiring The Music Lounge or Main Auditorium | \$50 |

General Staffing Requirements and Rates

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|-------------------------|--|
| Award Conditions | All technical staff at Merrigong Theatre Company work under the Live Performance Award 2010. The Duty Technician will ensure staff take adequate breaks and conditions are met. Extra charges will occur for missed meal breaks and overtime hours. |
| Duty Tech | The Duty Technician holds ultimate responsibility for all Hirers whilst in the venue. They cannot take a show role as they need to be available to attend to matters as they arise. |
| Technical Staff | Merrigong Theatre Company requires a min of 2 x technical staff members to be present when the Hirer is in the venue. Additional staff may be requested by the Hirer or as dependent on production requirements. |
| Minimum Staff | 1 Duty Technician (DT) 1 Control Room Technician |
| Fees | Staffing fees are subject to change at the discretion of the Live Performance Australia Award. |
| Missed Meals | The Enterprise Agreement we work under stipulates that no crew member can work longer than 5 hours without a 30 minute meal break. Missed breaks incur a penalty of double time for the duration of the missed break. A break less than 30 minutes is not considered a break and the hirer will be charged the penalty. If the meal break is missed, the crew member is required to take a suitable break as soon as possible. It is considered a safety risk if crew do not take any break after 5 hours. |
| Duty Tech | Please note that the Duty Technician will arrive 30 minutes prior to the company and will leave 30 minutes after the last person. |
| Penalty Rates | After 8 hours: Time and a half (x1.5 the hourly rate) After 10 hours: Double time (x2 the hourly rate) Missed meals: Double time for the period of the meal break (x2 the hourly rate) Missed meals Sunday/Public Holiday: Double time and a half for the period of the missed meal break (x2.5 the hourly rate) |

Staff Rates

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|---|-------|
| Duty Tech per hour (minimum 4 hour call) | \$60 |
| Technician per hour (minimum 4 hour call) | \$57 |
| Duty Tech per hour (minimum 4 hour call) – Sunday/Public Holiday | \$106 |
| Technician per hour (minimum 4 hour call) – Sunday/Public Holiday | \$100 |

Ticketing

| | |
|------------------------------|--|
| Ticket Pricing | Total ticket price is inclusive of GST (where applicable) and includes the IPAC box office ticketing fees. All advertised prices will be at Total Ticket Price. |
| GST | The IPAC box office acts solely as an agent when selling your tickets, the liability for all GST payable on ticket sales rests with the Hirer, the principle. It is the Hirer's responsibility to ensure that all GST is paid in accordance with taxation regulations. |
| Sales Reports | Hirers will be provided a login to track sales through our ticketing platform, sales reports will not be sent by Venue Hire. |
| Print at Home Tickets | Patrons can access Print at Home Tickets. This function can be disabled if necessary. |
| Processing Fees | As per Live Performance Australia's Code of Practice, on all marketing material, where ticket prices are listed, the following must be printed in the same font size as the ticket prices: "A per transaction fee of \$6.95 applies for phone and online bookings." |
| Price Guidelines | The Australian Consumer Law further prohibits 'bait advertising'. If listing ticket prices on advertising materials, ticket ranges cannot be used. Each ticket price should be listed. E.G. no Tickets From price. |
| Complimentary Tickets | Yes, complimentary tickets can be provided. \$2 fee per ticket applies. |
| Unticketed Events | Wollongong Town Hall can accommodate unticketed events and general seating. |
| Ticket Types | Wollongong Town Hall can accommodate ticketing tiers i.e. premium, reserve, GA, pensioner etc. |
| Children's Tickets | Children aged 12 months and over must have a paid ticket. |

Ticket Fees

| Total Ticket Price | Inside Fee |
|---|---|
| \$22.00 or less | \$2.00 |
| \$22.01 - \$30.00 | \$5.00 |
| \$30.01 - \$40.00 | \$6.00 |
| \$40.01 - \$65.00 | \$8.10 |
| \$65.01 and above | \$8.50 |
| Complimentary ticket fee | \$2.00 |
| Companion card ticket fee | \$2.00 |
| Event Build – Standard | No Charge |
| Event Build – Non Standard or with Subs – Per Package | \$45.00 |
| On Sale Date at priority speed | \$100.00 |
| Ticket Cancellation fee | Double the inside charge + any transaction fees |
| Transaction fee (Phone and Internet Bookings) | \$6.95 per transaction, payable by patron* |
| Transaction fee (Counter Sales) | No Charge |
| Ticket Exchange fee | \$4.80 per ticket, payable by patron |



Catering

Wollongong Town Hall can offer catering services through *The Social Café* for events held onsite.

A copy of our catering menu is available on request.

Marketing

Merrigong provides a range of marketing services – paid and complementary - to Hirers to support your event in addition to your own promotion activities. The Marketing Coordinator (Hirer and Venue) will be in touch to discuss marketing once the event is confirmed.

Event copy, images, posters and flyers are provided by the Hirer.

How to get to Wollongong Town Hall

Wollongong Town Hall is located on the corner of Crown and Kembla streets.

Public transport

We are a 20 minute walk from Wollongong train station. Buses stop right outside the Arts Precinct.

Parking

Parking is available in the surrounding streets or Wollongong City Council parking tower on Stewart Street. Parking fees may apply.

On foot

The Arts precinct is located at the end of town, close to the Win Entertainment Centre and easy walking distance to shops and other areas in Wollongong.

Contacts

To place a booking, please fill out the **Venue Enquiry** form and allow 3-5 business days for a response.

For more information, please contact the Venue Hire team by emailing **venuehire@merrigong.com.au**

*see you at
the theatre*