

University Theatre Services

Booking Information Document

*Prices and Policies in Effect as of September, 2025
Revised June 5, 2025*



Eckhardt-Gramatté Hall



University Theatre



UNIVERSITY OF CALGARY
FACULTY OF ARTS
School of Creative and Performing Arts

Welcome to University Theatre Services

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Our Team

University Theatre Services provides event management and technical production expertise for approximately 500 amateur and professional events held in our facilities every year.

Our professionally trained staff have cross-disciplinary experience with dance, drama, music, conference services, and everything in between which allow us to help clients with all their venue and technical needs.

Our team are proven specialists in managing and operating events for the local, national and international community. We are able to provide support from planning through to production, including marketing and communications, ticketing, concession, front of house, and customer service.

Many of our clients have been with us for more than 20 years and rely on our team for technical expertise and advice in pursuit of their own artistic ambitions.

We welcome the opportunity to help you achieve your goals to ensure the success of your event.

Our Facilities

For more information about our facilities, please visit:

arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities

Performance venues:

University Theatre - 500 Seats
Eckhardt-Gramatté Hall - 383 Seats
Boris Roubakine Recital Hall - 205 Seats

Meeting venue:

Cenovus Energy Great Hall - 80-192 Seats
Evans Room - 33-90 Seats
CIBC Hub Room - 24-60 Seats
Scotiabank Milling Area - 22-50 Seats

Capacity depends on set-up requirements

Important Deadlines

Signed Lease & Payment Deposit

Please review your lease and return a signed copy along with the payment deposit to University Theatre Services by the date indicated on Schedule 2 in the lease. Our receipt of the signed lease with your payment deposit will officially confirm your booking with us. Ticket printing and online sales cannot occur until we have received these requirements. If you are paying by cheque, please make it out to the University of Calgary. If you would like to pay the deposit via credit card, or if you have any questions, please call 403.220.4918 or email our Venue Business Administrator at billing@theatreservices.ca.

8 weeks before your event

Please complete and return the Program Information Questionnaire for Technical, Front of House and Ticketing Information at least eight (8) weeks prior to your event. We use the information in these forms to plan for appropriate staff levels, technical requirements, set-up and sale of tickets, and any other matters that may require lead time to prepare.

Completed booking forms must be emailed to bookings@theatreservices.ca.

2 weeks before your event

This is the deadline for proof of insurance. Failure to submit proof of insurance by this deadline may result in the cancellation of your event. Please return relevant paperwork to bookings@theatreservices.ca.

2 weeks after your event

University Theatre Services will send you the preliminary running charges sheet. This is your final opportunity to carefully review the expenses from your event before the official invoice is issued by the University. Invoices are now emailed in order to save time and respect the environment.

Payments

Payment of the deposit and the invoice can be made by cash or by credit card (\$5000 limit). If you choose to pay the deposit by credit card, a link will be emailed to you with your lease along with instructions. Please contact the Booking Administrator if you have any questions at bookings@theatreservices.ca. All payments are secure, and you will not be required to create an account.

Any amount that is owed to University Theatre Services must be paid within thirty (30) days of receipt of the invoice. If a credit balance remains, we will process a payment at this time to the business listed on your lease via EFT.

The Venue Business Administrator will endeavour to complete this process within four to eight (4-8) weeks of your event end date, and can be contacted at 403.220.4918 or billing@theatreservices.ca.

Contacts

Address:
CHD 100 - 2500 University Drive NW
Calgary, Alberta, T2N 1N4

Phone: 403.220.4901

Website:
arts.ucalgary.ca/theatre-services

Business Hours:
Monday to Friday, 8:30 am to 12:00pm
and 1:00pm to 4:30 pm
Closed weekends, holidays and Dec. 25
to Jan. 1.

Bookings and Ticketing:
403.220.4901
bookings@theatreservices.ca

Technical:
technical@theatreservices.ca

Front of House:
403.220.4906
foh@theatreservices.ca

Accounts:
403.220.4918
billing@theatreservices.ca

Manager, Venue & Client Relations:
403.220.4920
manager@theatreservices.ca

General Information

Copyright Permission

The renter must accept all responsibility for and absolve the University of Calgary from any liability or expense arising out of the use of any composition, work or material covered by copyright.

Copyright permission must be received from the appropriate collective for the public performance of both live and recorded music.

Depending on your event type, you may require more than one license and/or royalty payment. Performer usage and copyright clearance is the sole responsibility of the renter and must be obtained prior to arriving at the venue.

SOCAN (socan.ca) licenses material your group will be performing live or will be playing via pre-recorded medium. This collective manages royalty payments to the lyricist(s) and songwriter(s).

RE:SOUND (resound.ca) - licenses recorded music for public performance. This collective manages royalty payments for the recording artist(s) and record companies.

Public viewing of film and video must have the authorized consent of the copyright holder(s). All publicly viewed film and video must be rated, unless exempted, by the Alberta Film Classification (albertafilmratings.ca).

Smoking

The University of Calgary is a smoke- and cannabis-free environment. This includes all forms of e-cigarettes.

Event Estimation

We can offer you guidance on pricing, but because the actual costs of your event may vary depending on your needs during occupancy, we cannot offer guaranteed estimates or a quote.

For meetings and conferences, you may need to budget for AV equipment and event set-up/reset labour costs. Your booking will also require a conference attendant.

Performance events require technicians and front of house staff, whose labour costs depend on the nature of your booking, and how long they are required to be onsite.

Please note, without a signed lease, venue availability is subject to change without notice.

Parking

Parking on campus is operated by Parking Services (ucalgary.ca/parking or 403.220.6771). University Theatre Services does not control any loading dock or parking area adjacent to our theatres.

We suggest that patrons use the Arts Parkade. The parkade is accessible from 24 Ave. NW and Campus Gate NW. Directional signage to all of our venues is located on the +15 walkway.

Lost and Found

Any items found following an event will be taken to central university lost and found. Please contact 403.220.2997. Hours of operation are 11:00am-2:00pm on weekdays.

Campus Maps

Maps of the University of Calgary, including an interactive room finder, can be found at ucalgary.ca/map.

Mandatory Safety Orientation Meeting

A mandatory safety meeting with your technician will be required within fifteen (15) minutes of your arrival.

Your cast may also have a safety orientation within fifteen (15) minutes of their arrival.

UCalgary Safety Policies

For further information on University of Calgary safety policies and procedures please visit ucalgary.ca/safety.

Emergency Phone Numbers

Police, Fire, Ambulance: 911
Campus Security: 403.220.5333

If you do call 911, please call Campus Security afterwards to inform them of the incident.

Front of House

Front of House Staff

Front of House staff are required at all events. We provide a House Manager, Ushers, Concession Attendants, and a Box Office Cashier. Hourly and overtime rates apply. Current rates are indicated on Schedule 2 of your lease and in the 'Rates' section of this document.

Front of House staff collect tickets, distribute programs, assist patrons in finding seats, provide concession & box office services, and set up tables for merchandise and receptions. If requested prior to your event, staff will also operate a coat-check service.

A fifteen (15) minute break is required for all staff after three-and-a-half (3 ½) hours of continuous labour. An unpaid meal break, no less than thirty (30) minutes, is required for all staff after five (5) hours of labour.

Please confirm all front of house requirements are included in the Program Information Questionnaire, which is due eight (8) weeks prior to your event.

Concession Services

All concession food and beverage sales must be conducted by University Theatre Services staff. Concession service consists of coffee, pop, juice, bottled water, beer, wine and light snacks.

If concession service is requested, a minimum of \$300 of concession sales will be required, or \$500 for any shift longer than 5 hours. If sales do not meet this minimum, you will be billed the difference.

As per AGLC guidelines, alcohol must be purchased at our concession. It may only be consumed in the lobby or theatre seating within your event venue. Outside alcohol and/or the public consumption of alcohol in any other area is strictly prohibited.

For additional information, please contact our Front of House Manager.

Publicity

Please note that in our lobbies the display cases for printed posters are no longer available.

Programs

We encourage digital programs. Any printed programs required to be distributed to your patrons must be given to your House Manager no later than one (1) hour before showtime. Please ensure any inserts have already been stuffed into the program.

Ticket Policies

All tickets must be printed and sold through University Theatre Services

Online ticket sales will go off sale one (1) hour and thirty (30) minutes prior to the start of your performance.

Unsold tickets may also be made available for sale one (1) hour before the performance.

If box office door sales are requested by the Client, our on-site box office will open one (1) hour before the performance and close thirty (30) minutes after the start of the performance. Box office personnel will be billed to the Client for three (3) hours minimum at the cashier rate listed on Schedule 2 and in the 'Rates' section of this document.

Pre-ordered printed tickets will be held at the venue's "Will Call" for pick up.

All ticket sales are final. Patrons may exchange their ticket for an alternate performance of the same event (if applicable) but no refunds will be offered.

Sustainability

University Theatre Services encourages digital tickets and programs when possible.

Merchandise Sales

Clients are responsible for all aspects of merchandise sale activity within our venues. If University Theatre Services Front of House personnel are requested to assist in merchandise sales then they will be charged out at the cashier rate listed on Schedule 2 and in the 'Rates' section of this document; dependent on availability. **ALL MERCHANDISE SALES ARE SUBJECT TO APPROVAL BY UNIVERSITY THEATRE SERVICES.**

Pre/Post-Show Receptions

We would be pleased to discuss all of your pre/post show reception options. Additional rental and labour rates may apply and only University of Calgary approved caterers may be used.

Please contact our Front of House Manager to discuss your options.

Accessible Seating

All of our venues provide accessible seating. For advance notice and inquiries, please contact our Booking Administrator.

Payment Methods

Online Payment Methods

Online ticket sales accept Visa and Mastercard only. Debit cards, including Visa debit cards, are not accepted.

Box Office Payment Methods

Box office door sales accept Visa, Mastercard, Amex, Debit and Cash. Personal cheques are not accepted at the box office.

Babes in Arms

University Theatre Services requires that all patrons, regardless of age, who access a performance must hold a ticket to do so. The University of Calgary has strict occupancy rules which University Theatre Services must abide to. If you have questions about this policy, please contact the Front of House Manager.

Technical Information

Production Needs

Please confirm your equipment needs, proposed schedule(s), and technical requirements for sound, lights and stage as listed in the Program Information Questionnaire, which is due eight (8) weeks prior to your event.

Length of Performance

Performances cannot be longer than three-and-a-half (3 ½) hours, including intermission.

Second performances on the same day must have at least two (2) hours between the end of the first performance and the start of the second performance. Three (3) performances on the same day are not permitted.

Technician Call Times

Please allow at least thirty (30) minutes between your arrival and rehearsal time (if you don't require set-up). Technicians are required to be in the facility at least one (1) hour prior to your performance.

A fifteen (15) minute break is required for all staff after three-and-a-half (3 ½) hours of continuous labour. An unpaid meal break, no less than thirty (30) minutes and no longer than ninety (90) minutes, is required for all staff after five (5) hours of labour.

University Theatre Services will endeavour to be in contact with you at least four (4) weeks prior to your event to confirm a daily schedule for your event.

Special Effects

Please consult with us about any special effects including fog, haze and strobe lights. All costs associated with required control measures must be assumed by the Client. Many of these effects are subject to government legislation and established university policies and procedures.

Use of fog and haze effects are restricted within certain areas of our facilities. Clients are liable for any City of Calgary charges due to accidental fire alarms caused by fog/haze effects. The use of pyrotechnical effects, firearms, replicas, glitter and open flame are prohibited in our facilities.

Set

Please notify us if you have a set. Sets must be constructed in a manner that will not be a safety hazard, using materials that are fire resistant. Cardboard sets are not allowed on stage due to fire regulations.

Major construction should be completed before move in. The University cannot provide any tools or hardware for your scenery. If you plan on completing any construction or painting on site, please discuss your needs with us before move in.

Please note that articles known to cause allergic responses are restricted from our venue. This includes, but is not limited to, hay and straw.

Sets and props must be moved out of the facility at the end of your last performance day. Sets cannot be disposed of in University of Calgary dumpsters.

Lighting Requirements

Each facility has a house plot that normally meets the needs of our clients. If you require additional fixtures to be added to our plot, more time must be allocated for your set-up and strike. Information on our house plot and inventory can be found on our website.

On average, each lighting fixture takes ten (10) minutes to hang and five minutes to remove. Please plan for each lighting cue to take five (5) minutes to develop from start to finish.

Additional consumable lighting materials such as gel, gobos, third party rentals, or any other direct material costs may be subject to an additional fee.

Sound Requirements

Each facility is equipped with an audio system that meets the needs of most clients. Information on our audio system can be found on our website.

If you plan to reinforce your performance with the addition of microphones, such as a live band or music, the audio console may need to be placed in the house. This will require our audio technician to be in the house to properly mix your performance. Please consult with University Theatre Services before you complete your ticket request form in order to ensure that the appropriate seating has been held for this.

Additional audio consumables and specialty equipment such as wireless mics, and third party rentals may be subject to an additional fee.

Archivals

We have audio and video archival capabilities in some of our venues. Please contact the Booking Administrator for further information and rates.

Inventory List

Inventory availability is dependent on venue. Please refer to our website for complete technical information and ground plans:

University Theatre:
<https://arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities/university-theatre>

Eckhardt-Gramatté Hall:
<https://arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities/eckhardt-gramatte-hall>

Boris Roubakine Recital Hall:
<https://arts.ucalgary.ca/creative-performing-arts/theatre-services/rental-facilities/boris-roubakine-recital-hall>

Rates

(as of September 1, 2024. Prices subject to change.)

Labour Charges

Front of House Manager \$28.50/hr
Box Office Cashier \$24.50/hr
Usher \$24.50/hr
Technician \$46.50/hr
Room Set-up \$46.50/hr
Conference Attendant \$28.50/hr
Overtime rate is 1.5 times the normal hourly rate after seven hours of labour.
Holiday rate is 1.5 times the normal hourly rate.

Labour Parameters

Technical staff must arrive thirty (30) minutes prior to the Client's arrival.

A 15-minute break is required for all staff after no more than three-and-a-half (3 ½) hours of continuous labour. An unpaid meal break of one (1) hour is required for all staff after five (5) hours of labour.

Employees cannot exceed a 12-hour span of day, including breaks. If you require more than 12 hours in one day, arrangements must be made for a secondary team for your event. Overtime rate may apply.

For conferences, meetings and other events in the Rozsa Centre, a Conference Attendant will be required for the duration of your rental and must arrive thirty (30) minutes prior to the Client's arrival.

Staffing Complement

Bookings require different staffing numbers depending on the nature of your event. Therefore, staffing for our technician team and Front of House team is at the discretion of our management team when advancing your event. Clients may not decide the staffing numbers for their event.

Stage Supplies

Data Projector (Performance) - \$235/day
Fogger / Hazer - \$85/day
Dance Floor (includes Tape) - \$225/day
Band Shell \$150/day
Carpet - \$30 each/day
Gaff Tape - \$30/roll
Piano Rental - \$85 each/day
Organ Rental - \$200/day
Harpsichord Rental - \$85/day
Tuning - \$230/tune
Percussion Rental - Variable
Ice Pack (Disposable Gel) - \$20/each

Sound Equipment

Wireless Mic - \$35 each/day
Suppl. Sub-Woofer Package - \$50/day
Suppl. Speaker Package - \$50/day
USB Stick (for Audio Recording) - \$30/each
AA & AAA Batteries - \$5/each
9V Battery - \$15/each

Event Centre Equipment

Data Projector (Conference) - \$175/day
Pop-up Projection Screen - \$75/day
16'x9' RP Projection Screen - \$150/day
Stage or Choir Risers - \$50 each/day or \$150 package/day
Portable Bluetooth Speaker - \$50/day
Laptop Computer - \$75 each/day
75" TV Monitor on Cart - \$150/day
Flip Chart - \$30 each
5' Round Table - \$10 each/day
6' or 7' Rectangular Table - \$10 each/day (Up to 4 Rectangular Tables for Free)
Cocktail Table - \$10 each/day
Table Cloth / Skirt (black) - \$5 each/day
Table Cloth / Skirt (white) - \$10 each/day

Cleaning

Clients are required to leave the venue and backstage area in the same state in which they were found. All performance and personal items including makeup, costume, snack wrappers, etc. must be removed from the premises when you depart. Failure to do so will result in at least a minimum \$150 cleaning charge.

Supplementary washroom and/or dressing room cleaning for events with high attendance may be deemed necessary and/or requested by a client. Such services will be subject to additional cleaning charges on the final invoice.

Ticket Charges

Service Fee: Purchased Tickets

For purchasable tickets, a ticketing service fee of \$2.50 per ticket shall apply and will be built into the ticket price.

Service Fee: Complimentary Tickets

A ticketing service fee of \$1.00 per ticket shall apply to all complimentary tickets and will be added to the Client's final invoice.

All complimentary ticket requests must be provided to the Booking Administrator no later than two (2) business days before your event.

Commission:

6% commission will be charged on total sales and will be incorporated into the Client's final invoice.

Credit Card Fees:

3% credit card fees will be charged on all credit card sales and will be incorporated into the Client's final invoice.

Promoter Tickets

Promoter tickets are ticket bundles printed for the Client at the events' highest price point for the purpose of Client resale.

6% commission and a \$1.00 printing fee per ticket shall apply to promoter tickets and will be incorporated into the Client's final invoice.

Ticket Refunds

Tickets are non-refundable and all sales are final.

GST

5% GST will be added to all charges. It is the sole responsibility of the Client to remit all applicable GST from revenue that was generated during your event. University Theatre Services will not remit GST on your behalf.

Booking FAQs

How late can I cancel my event?

Once your event is confirmed via signed lease and payment deposit received, you may cancel within one (1) month prior to your event start date with a limited penalty. The building deposit is non-refundable, but with one (1) month advance warning, the labour deposit may be refunded to you. If your event is cancelled and you do not occupy the venue, then the damage deposit will be refunded.

What happens to tickets purchased to my cancelled event?

All tickets will be refunded to patrons and the Client will be charged the ticketing service fee and 6% credit card recovery fee for each of the tickets that were purchased for your event. These charges will be added to your final invoice.

Can I use my own ticketing system?

All tickets must be provided and sold by University Theatre Services. The use of third-party ticketing systems is strictly prohibited. If you have special requirements, please contact our Booking Administrator at 403.220.4901 or by email at bookings@theatreservices.ca to discuss your needs.

When can tickets go on sale?

We require a signed lease and a payment deposit to be made to the University of Calgary before ticket sales can occur. Please note we must receive your ticket information questionnaire at least ten (10) business days before your tickets are expected to go on sale.

Can my event be catered?

The University of Calgary has an on-site caterer that can provide catered service for your event. Please contact our Front of House Manager at 403.220.4906 or by email at foh@theatreservices.ca for further information.

Can I get a quote for my event?

University Theatre Services does not provide quotes. We can offer you guidance on pricing, but the actual costs of your event will vary depending on your needs during occupancy. Please contact our Booking Administrator at bookings@theatreservices.ca for further information.