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Town of Aurora
Policy
Community Services

Contact: Manager, Business Support

Approval Authority: CAO

Effective: November 1, 2025

Updated: January 20, 2026

Aurora Town Square Operations Policy

Purpose

The intent of this policy is to establish a framework that will allow the Town of Aurora to deliver exceptional services within Aurora Town Square.

Scope

This policy applies to the operation of Aurora Town Square. The policy applies to Town of Aurora events, Cultural Partner events and Third-Party events.

Definitions

A.C.C.

Aurora Cultural Centre

A.T.S.

Aurora Town Square

Audience Services

All staff that provide hospitality and customer service at the Venue including, but not limited to A.C.C. Front of House (F.O.H.) staff, A.C.C. Audience Services Manager, Town Staff, etc.

Aurora Cultural Centre (A.C.C.) Staff

All staff of the A.C.C., including, but not limited to, Theatre Technicians, Production Staff, Production Manager/Technical Director (P.M.T.D.), Audience Services Manager (A.S.M.).

Inappropriate Behavior

Also known as prohibited conduct and includes any activity that is listed in the Community Code of Conduct. Inappropriate Behaviour may be demonstrated in person,

while the individual is in or on Town property, but may also occur over the telephone, through email, or other electronic means directed towards Town Staff, members of Council, or other visitors on Town property.

Performer

Performer(s) include but is not limited to: A musical act, a presenter or speaker, a cast for a play, drama, musical; or any paid or unpaid subcontractor delivering a rehearsed or improvised presentation in front of an audience.

Permit Holder

User group or client with a valid facility permit issued by the Town.

Town

The Corporation of The Town of Aurora.

Town Staff

Any full-time, part-time, temporary, contract or seasonal staff of the Town.

Venue

Davide De Simone Performance Hall and Brevik Hall or any permissible space at Aurora Town Square where technical staff and/or front of house staff may be engaged.

Policy**Facilities***Performance Hall Seating Area*

The use of the Davide De Simone Performance Hall is customizable depending on the needs of the rental. The use of the seating area is restricted to those possessing tickets, or designated members. Some configurations are:

- Raked seating to be fully deployed (250 seats)
- Chair or floor-based theatre seating
- Table and chair seating (152 to 192 seats)
- Open for a fair/tradeshow set up. For a vendor set up, the stage area may be reserved for keynote, or performance area

During rehearsals, performances, set up and strike periods, the Permit Holder's personnel should restrict their activities to the stage, backstage, dressing rooms, and green room.

Doing so will help to:

- Avoid unnecessary re-cleaning of the seating area
- Protect seating and mechanisms against unnecessary wear and tear

- Ensure that seats are not used as storage places for props, instrument cases, coats, or other materials

The maximum occupancy of the Performance Hall is 295 people, standing room only, as per Central York Fire Services. Please consider different seating configurations based on maximum occupancy. No one may sit or stand in aisles or stairs of the Performance Hall when raked seating is deployed. The West and East vestibules must not be blocked. During an event, all persons, regardless of age, must be accounted for and have a valid ticket.

Lobbies

Main Entrance Atrium

The Main Entrance Atrium is on the Ground Level, located at 50 Victoria Street, and the Lobby adjacent to the Performance Hall is located on Level 2. The Atrium and public access areas are used for multiple activations at Aurora Town Square (A.T.S.) and is cleaned daily before every performance. There may be time and cost restrictions that prevent the ability for the Atrium to be cleaned multiple times during the day. The Permit Holder must ensure that their group respects the space and cleans up after themselves, so the Atrium is clear and ready for patrons.

Performance Hall Lobby

The Permit Holder should advise everyone involved with the Production that the A.C.C. F.O.H. staff will clear the Lobby before the main Performance Hall doors open. Their cooperation is expected and appreciated. The Lobby is closed between performances. No persons shall be allowed to sleep on Lobby furniture between performances.

Loading Entrances

All articles, exhibits, fixtures, materials, equipment, supplies and displays may only be brought into the Venue through dedicated entrances. The Venue's receiving area on the east side is primarily designated for this purpose and will be accessible for the rental. Vehicles may park at the receiving area overhead loading door with permission for loading and unloading purposes only.

If an alternative entrance is preferable for cast and crew, it may be arranged in advance through Audience Services. Additional fees may apply.

Parking Lot and Grounds

Surface parking and grounds may be used only for the purposes sanctioned by the Venue. Parking areas assigned as Venue parking will be available to the Permit Holder and its patrons subject to other uses by the Town and its clients. Full exclusive use of the parking lot and spaces shall not be granted. Use of the parking lot is on an as available basis in common with all other users. Use of parking is subject to all applicable Town parking bylaws.

User groups must indicate any parking requirements for large vehicles, such as trucks, buses, or any special instructions ahead of your rental date with a minimum of two weeks lead time.

Street Parking

On-street parking is permitted on the surrounding streets, subject to all posted signage specifying parking restrictions and all applicable Town by-laws.

Overnight Parking

No overnight parking is permitted at the Venue.

Illegally Parked Vehicles

The roadway shall always be kept clear for vehicular traffic and emergency vehicles. No emergency exit doors should be blocked under any circumstances. Illegally parked vehicles may be tagged and towed at the vehicle owner's expense.

Limitations

Permit Holders shall remove all material and debris from the parking lot and grounds immediately after the event.

The Venue staff may refuse to make any requested spots available if the purpose interferes with the Venue's regular business or is deemed unsafe, hazardous, or objectionable.

Schedules

Normal Venue Hours

- Monday to Friday: 8:30 a.m. to 10:30 p.m.
- Saturday: 8:30 a.m. to 6 p.m. (or 11:59 p.m. for performances only)
- Sunday 8:30 a.m. to 5:00 p.m.
- Statutory Holidays: Closed except for Town and A.C.C. events

Note: Normal Venue Hours are subject to change without notice.

Rentals that are outside of Venue hours must be approved in writing in advance by Town Facility Bookings staff. Overtime charges may apply.

Customer Service/Box Office Hours for Aurora Town Square:

- Monday to Saturday: 8:30 a.m. to 9:00 p.m.
- Sunday 8:30 a.m. to 4:00 p.m.
- Statutory Holidays: Closed except for Town and A.C.C. events.

Meal Breaks

Permit Holder will be advised of a meal break to be scheduled at minimum after 5 hours of work for 30 minutes. During meal breaks there is no access to theatre equipment,

however groups may still occupy the rented space. If the Permit Holder wishes to work through a break, a buyout may be possible with permission of the Permit Holder and A.C.C. Production staff. A fee will be charged to the Permit Holder at the Overtime Rate.

Maximum Service Time

Hard stop of service and rental time is based on the permit time. There are no extensions of permit time on the day of the event.

Maximum working hours per day may be implemented on a given rental where it is not in the best interest of Venue staff to agree to certain hours.

The A.C.C. and/or Town will always have a representative in the building within permit times. The Permit Holder may not be alone in the Venue.

Booking the Venue

Bookings are made with the Town's Business Support Services staff, for which all applicable Town policies will apply.

The A.T.S. Space Usage and Permitting Policy (available upon request) outlines booking priorities for resident tenants and how access is determined for client groups.

Permit Holder Agreement

The Permit Holder must have a signed permit with the Town based on the applicable policies.

Where the Permit Holder signs a contract with a Performer, the Permit Holder is responsible for all clauses and terms of the contract with performer(s). The Permit Holder must review Venue policies prior to signing performance agreements to ensure all responsibilities are possible in the Venue.

Permit Holder Representative

The Permit Holder group must provide a designated representative who will solely be able to make decisions or negotiate Production and Front of House changes with A.C.C. Production staff. This representative must attend all performances.

Site Visits

Site visits are highly encouraged and may be scheduled during regular business hours Monday to Friday with the Town Facility Bookings staff or their designates.

Booking Questionnaires

All Permit Holders must fill out the required questionnaires prior to issuance of a permit. The [Aurora Town Square Booking Request - Step 1](#) form (Step 1 Form) is required to hold a date while approval is pending. Please note, submitting a Step 1 Form does not guarantee availability of the Venue.

The [Aurora Town Square Booking Request - Step 2](#) (Step 2 Form) must be completed a minimum of 60 days before the event. This form is required to:

- Obtain information related to ancillary services
- Ensure adequate F.O.H. staffing on the day of the event
- Obtain information related to technical requirements
- Ensure adequate Production staffing on the day of the event
- Build the rental schedule and fee structure for the Permit Holder's booking
- Build and set on sale the tickets for the event

The Production team and Town will be in contact with the Permit Holder's designated representative to address any questions and provide an estimate of costs.

Mandatory Permitting of Additional Performer Rest Areas

If a cast/group of performers is larger than 40 people, the Permit Holder will be required to permit additional space(s) to accommodate the performers. Reduced rental rates are available on designated spaces.

Schedule of Fees and Charges

The Town defines the fees and charges schedule, including rental rates for A.T.S.

Setup Time

If set up prior to load-in is required outside of regular working hours and approved by the Town, extra costs to the Permit Holder may result.

Curtain Speeches and Curtain Call

These must be arranged in advance so that A.C.C. Production staff are aware. The performance period may last longer than expected with these elements. Pre-recorded or Live Voiceover options may be arranged and submitted prior to the performance.

Deposits

Each booking is subject to a deposit as outlined in the Facility Allocation Policy and the Town Fees and Charges Bylaw.

Insurance

Insurance is required as outlined in the Facility Allocation Policy, Facility Users Insurance Policy and Municipal Alcohol Policy.

Financial Settlement

The Permit Holder is subject to payment terms as outlined in the Facility Allocation Policy.

In the case where tickets are being sold through the Town box office, a remittance will be made to the Permit Holder by cheque or electronic funds transfer (E.F.T.) following

the event for all revenue collected, exclusive of harmonized sales tax (H.S.T.), Capital Investment Fund Fees, Handling and Processing Fees.

Exclusive Use of the Facility

Although the Permit Holder has a contract with the Venue, it does not provide exclusive use of the facility for the Permit Holder.

The Venue has the right to display artwork, museum exhibits, and promotional material for purposes unrelated to the Permit Holder's event in the Lobby and adjacent spaces.

Venue as Supplied

Production staff will make ordinary use of audio, lighting, and services available to the Permit Holder subject to any breakdown or repairs.

Additional Equipment

Any additional equipment required and procured by Production staff will be charged to the Permit Holder as per the Fees and Charges Bylaw. Any additional equipment supplied by the Permit Holder must be approved by A.C.C. Production staff prior to their booking.

Technical Supply

Technical information, including an equipment list, is available on the A.T.S. website and upon request.

If the Permit Holder would like access to a specific piece of equipment for their production, please contact A.C.C. Production staff to check availability.

The Production staff will set up based on the information provided by the Permit Holder during the booking process. Failure to provide proper and accurate details may lead to delays and additional charges. The conclusion of staff time is when the permitted space is returned to a clear state allowing for proper cleaning and set up for the next booking.

Equipment Availability Disclaimer

Equipment is available pending any servicing or maintenance schedule due to unforeseen circumstances. The Venue will do their best to provide all equipment that is owned for the rental and indicated as needed with proper notification. Any additional equipment rental needs must be considered ahead of the event.

Permit Holders are encouraged to check directly with the A.C.C. Production staff to determine availability of equipment and additional charges.

Refusal to Permit

It may be determined that an event, activity, or performance, or the audience's response to an event, activity, or performance, will cause physical or unusual risk of damage to the Venue or its patrons. In this case the Venue staff or their designate and the Town

may refuse to rent the facility for said event. Any negative history or lack of financial reliability or failure to comply with the Operating Procedures Manual may result in a refusal to permit.

Cancellations

All cancellation requests must be made in accordance with the Facility Allocation Policy. Box Office Administration Fees, Additional Equipment Rental Fees, and non-recoverable staff fees are not eligible for a refund at any time.

Restrictions

Stage Floor

The Performance Hall stage is a sprung, durable, and multi-purposed floor; however, it can be damaged by sharp objects, set pieces or other objects. The Permit Holder must ensure to minimize any activities that may damage the stage floor, and no items are to be dragged across the stage. The cost to repair any damages will be billed to the Permit Holder.

A Dance Floor may be required for the Permit Holder's rental where the dance style is known to potentially cause damage. The Venue can provide this specialized flooring for the Davide De Simone Performance Hall Stage area at an additional cost.

Only approved tape may be used for spiking and taping cables to the stage. A.C.C. Production staff will supply proper tape within the rental cost or for a reasonable consumable fee.

Tape such as silver duct tape styles shall not be used on the stage.

Musicians such as cellists, bassoonists and double bassists must protect the stage floor by using proper rubber protectors.

Electrical Equipment

All electrical equipment used by the Permit Holder must be approved by the Canadian Standards Association (C.S.A.), Canadian Underwriters Laboratories (C./U.L.), Electrical Safety Authority (E.S.A.), or other duly appointed agencies charged with ensuring the safe use of electrical equipment. Production staff may refuse the use of any equipment deemed to be dangerous. The Permit Holder is responsible for the cost of obtaining a qualified electrician if one is needed to ensure the safe use of any electrical equipment beyond that which is provided by the Venue.

Pyrotechnics

No Pyrotechnics are allowed in the Venue.

Flammable Materials

No Flammable Materials such as burlap, bunting, tissue paper, crepe paper, banners or other materials will be permitted as decorations in the Venue. If in doubt, the Venue may perform a flame test of the material in question. All materials for props and sets must be inherently flame retardant or be treated with an approved chemical flame retardant (e.g. Flame Guard or Rosco Flamex)

Open flames (e.g. candles) in any interior area are prohibited unless approved by the Town, A.C.C. Production staff or their designate, and by Central York Fire Services. The use of alternatives (e.g. light emitting diode (L.E.D.) candles) is strongly recommended.

Styrofoam use in the Venue is not permitted unless a fire-retardant coating has been applied prior to use. Proof of coating may be required.

Rigging

There is no rigging equipment to fly items. Licensed High Riggers must be contracted to hang equipment and objects.

Outside Contractors

All companies or individuals hired by the Permit Holder to perform services for the Permit Holder at A.T.S. are subject to approval by the Venue staff or their designate, which may be withheld. These companies and individuals may include, but are not limited to, lighting and audio companies, video companies, photographers, food caterers, or others. The Venue staff has the discretion to forbid or restrict access to any individual or organization from the Venue. Without limiting the generality of the preceding, the decision may be based on the sole and absolute determination that property damage might result from permitting such companies or individuals access.

Outside contractors working on behalf of the Permit Holder must provide written proof of insurance liability coverage as outlined above and proof of current Workplace Safety and Insurance Board (W.S.I.B.) clearances.

Smoking

Town smoking and vaping policies apply at Aurora Town Square. The Permit Holder is responsible for enforcing this policy with any of their staff, volunteers or representatives. Failure to do so is a breach of contract and the Permit Holder is solely responsible for any fines or penalties incurred for disregarding the Town's Smoking Bylaw.

The use of any smoking props during a production must be approved by the A.C.C. Production staff.

Food and Beverage

During performances, all beverages, including alcoholic beverages, are permitted inside the theatre. Food and outside containers are not permitted in the theatre, unless approved in advance by venue staff.

Any use of alcohol must follow the Municipal Alcohol Policy and be approved in advance by the Town through the permitting process.

Technical Areas or Use of Technical Equipment

Only authorized personnel may be permitted to be in the Technical Control Booth or in any equipment storage areas in A.T.S.

Sound Pressure Levels (S.P.L.)

S.P.L., whether for indoor or outdoor events, may not exceed the limits set out in [Noise Regulation \(O. Reg. 381/15\)](#) under the [Occupational Health and Safety Act](#). If sound pressure levels are felt to exceed these prescribed levels, the Venue will take measurements utilizing the Venue's equipment. If the S.P.L. exceeds the acceptable level, the Permit Holder will be advised to lower the S.P.L. immediately. If the Permit Holder fails to comply, the performance may be stopped. In the event a performance is stopped under these circumstances, the Permit Holder shall not be eligible for any refund.

Unreasonable and Persistent Noise

Permit holders using the outdoor spaces at A.T.S. shall not make, cause or permit noise, at any time, that is Unreasonable Noise and Persistent Noise, and which disturbs the peace. Failure to do so is a contravention of the Town's Noise By-law and may result in cancellation of the permit and a fine.

Video, Audio Recordings, and Flash Photography

Flash Photography

The Venue discourages the use of flash photography during performances and rentals. It is disturbing to the patrons and can be dangerous for the performers. The Permit Holder should encourage parents and others wishing to use flash photography to wait until the end of the performance. Any Permit Holder wishing to use flash photography, should indicate this preference on the Booking Questionnaire and Venue staff should be notified to ensure proper notice for staff, volunteers, performers, and other patrons.

Specific locations in the Venue are ideal for setting up video/audio recording equipment. We identify rows that cover a great shot of the room, with the ability to zoom in to specific performers on stage. Emergency exit routes must remain accessible.

Audio feeds from the control room will be available at a location specified by A.C.C. Production staff.

Cameras set up elsewhere may restrict other rows and seats. This is necessary to avoid audience complaints that they cannot see the stage or thoroughly enjoy the performance.

Cameras, tripods, and other equipment are not allowed in wheelchair seating areas. The Permit Holder should consider their patrons when allowing cameras to be set up. Seats around recording areas will not be sold.

As part of the Booking Questionnaire, the Permit Holder must notify the Venue staff of their recording needs so that proper set up may occur. The Venue staff reserves the right to refuse recording equipment installation if it is in the opinion of the Venue that it blocks or restricts access to seats or patrons' view of the performance.

Painting

Touch up painting of set pieces is permitted in designated areas during the permitted time, but appropriate drop cloths must be used to protect the floor. Any splatters must be cleaned up immediately. The Permit Holder is responsible for damage to the Venue.

Box Office

Box Office information must be provided as part of the Step 2 Form a minimum of 14 days prior to the requested ticket sell by date. Failure to provide proper information will result in improper knowledge of your event by the Venue staff that can impact ticket sales, marketing, and proper staffing.

The Permit Holder must designate one person to be the authorized representative as a contact for the Box Office through the permitting process. The representative must provide a name, phone number, email address, and mailing address to the box office. This person will be the only authorized person to make requests or changes with the Town.

The Town is the exclusive agent to sell tickets for engagements in the Davide De Simone Performance Hall. All advertising must include the Box Office website, phone number and specify where tickets are sold. The Town Box Office, and associated ticketing platform, may optionally be used for ticketed events outside of the performance hall. Ticketing fees apply as per the Fees and Charges Bylaw.

The Permit Holder and Town shall mutually agree on ticket pricing before any tickets may be offered for sale.

Ticket prices are to be inclusive of fees, tax, and any applicable handling charges. The Town may designate additional outlets to sell and distribute event tickets.

Tickets may be ordered through the A.T.S. website or purchased in person at one of our Recreation complexes or A.T.S. Box Office.

Communications must be in writing between the Permit Holder or their representative and the Town. Audit reports and requests for information including the number of tickets sold or pre-performance information must be made in writing to the Town.

The Permit Holder is encouraged to provide a written description of the performance, so the box office can better inform the public about the Permit Holder's event. Include information regarding length of show, plot/genre, specific musical works, or any information a patron may wish to know when purchasing a ticket.

Ticketing

Ticket Sales

The Town acts as an agent for the Permit Holder and will be responsible for issuing all tickets for events at the Davide De Simone Performance Hall. The Permit Holder may elect to have the Town act as an agent for the Permit Holder in Brevik Hall, Shining Hill Dance Studio, and selected other locations.

All patrons, regardless of age, require a ticket. All ticket sales are final, and ticket purchases are non-refundable. Tickets may be transferred to another person for the same event, but not to another event. It is the responsibility of the client to share their Q.R. code with the person they wish to give their seat to privately. Exceptions may be made to allow transfers from one event to another provided that both events are within the same series.

During a festival or recital, a handstamp or wristband may be used to identify patrons who hold valid admission.

Patrons without a valid proof of admission will not be allowed in the Venue. A.C.C. and the Town have the right to refuse entry to any persons who misuses an entry handstamp, ticket, or equivalent.

Complimentary Tickets

Each Permit Holder will be entitled to a maximum of 10 complimentary tickets. Any requests for additional complimentary tickets must be made to the Town's Booking Administrator a minimum of 10 days in advance of the performance. The additional tickets will be subject to all applicable fees as per the Town's Fees and Charges Bylaw.

Rush Ticket Policy

Rush tickets can be processed if the request comes from the permit holder or designated representative at least three business days in advance of the event. The request must be made by email only to the Town Bookings team.

Ticket Holds and Release of Tickets

Release of ticket holds is at the discretion of the permit holder. At least three business days' notice is required for any ticket hold release request. The request must be submitted by the permit holder or designated representative, by email only to the Town Bookings team.

Ticket Printing

A.T.S. does not provide printed tickets for Permit Holder's use.

Promotion of Event

Advertising and Promotion

All advertising and promotion of engagements are at the sole cost and expense of the Permit Holder. The Permit Holder must make every effort to make the Town aware of materials to be distributed. The Town will exclusively permit advertising and promotional materials in designated spaces for which the Permit Holder is granted.

Correct advertising copy

The name of the presenting agency or organization:

*Name of the Venue: Aurora Town Square, Davide De Simone
Performance Hall, OR Aurora Town Square, Brevik Hall*

Phone Number for Box Office: 365-500-3313

Website for ticket purchases: aurora.ca/whatson

Date(s) and time(s) of the event:

Ticket price:

Ticket prices are inclusive of all handling charges, fees, and taxes where applicable. All ticket sales are final and non-refundable.

Publicity and advertising may not begin prior to the agreed upon date where ticket sales are scheduled to go on sale as detailed in the Step 2 Form.

Advertising and promotional consultation may be conducted with the Town staff or their designate. Extensive consultation may be billed to the Permit Holder.

Dimensions for the Town's ticketing software: Images should be 291 x 210 px, with no required resolution/dimensions. The image should not exceed 1 MB and must be in jpg format. It will be rectangular.

Equipment, Signs, and Posters

The Permit Holder shall not permit the use of any equipment, signs or posters that may damage, mar, or deface the Venue property. No materials may be posted or installed in any location that would alter the building, equipment, or facilities in any way. Only designated and approved locations may be signed and posted, any other locations, however small, will be considered damage to building property, contents, or equipment.

No masking tape, scotch tape, packing tape, or other adhesives may be used on any surface. The only exception is green painter's tape.

Digital Services

The Town will add a listing for each event to the A.T.S.'s What's On webpage. The Town does not provide any additional marketing support.

Front of House (F.O.H.)

F.O.H. support will be provided by A.C.C. operations staff and individuals as assigned by the Audience Services Manager. The Audience Services Manager (A.S.M.) will assess the event requirements and determine the number of staff necessary to ensure safe and efficient operations. F.O.H. support will be mandatory under the following circumstances:

- Any event in the Davide De Simone Performance Hall
- Any event ticketed through the Town's Box Office
- Any event in Brevik Hall that is open to the public and has an anticipated audience attendance of 50 or more people

Any individuals assigned by the Permit Holder to assist with F.O.H. duties will need to be approved by the A.S.M. These individuals may have the opportunity to shadow experienced team members and/or must participate in a pre-event orientation led by the A.S.M.

Open Rehearsals

Any rehearsal attended by more than 20 persons may be considered a performance. Open Rehearsals may require a A.S.M. and sufficient F.O.H. support on site as determined by the Audience Services Manager. The Permit Holder is responsible for staffing costs for open rehearsals.

Non-Ticketed or Third-Party Ticketed Events

In all cases where F.O.H. services are engaged, and the event is not ticketed through the Town's Box Office, the Permit Holder must select one of the following options for audience management:

Registered or Private Events

- Provide the Town with a complete guest list (including the first and last name of each guest) a minimum of 48 hours in advance of the event.
- Provide each guest with a printed ticket that may be ripped at check-in. The guests must retain their ticket stubs for re-entry.

Drop-In Events

- Wristbands; or
- Hand stamps; or
- People counters at designated entrance and exit points

For all drop-in events, only a pre-determined number of attendees (based on established maximum attendance numbers) will be admitted. The number of attendees shall be managed by the Venue staff exclusively, and in any case where there is disagreement between the Permit Holder and Venue staff regarding the current number of people in attendance, the Venue staff will have final authority.

Any accessibility requests should be made a minimum of two days in advance of the event.

The audience management method must be communicated with the A.S.M. a minimum of 14 days in advance of the event.

Day Of Event

Stage Crew

A.C.C. Production staff will arrange or approve all personnel for the load-in, set-up, rehearsal, performance, and load-out calls.

External Volunteers and Right to Refuse Workers

Permit Holders are welcome to assist with loading in and removal of their property. The Permit Holder is not permitted to setup or strike technical equipment. The technical staff reserves the right to refuse any unsafe work or workplace by any subcontractors or third-party renters.

Busing and vehicle drop off

Roadways are to remain clear and unobstructed. Buses are encouraged to load in and out quickly and safely facing south or so that the patrons are exiting and entering the vehicle from the sidewalk and not walking across traffic.

Lobby Access

The A.S.M. provides access to the Lobby for Permit Holder set up upon the start of the F.O.H. position's shift.

Obstructions

No portions of the Venue's sidewalks, entries, passages, doorways, vestibules, halls, or ways of public access will be obstructed by the Permit Holder. Any doors, stairways, openings, or fixtures that admit light may not be blocked. Fire exits and signage must remain clear of any obstructions. No Equipment may be set up in the aisles (e.g. video cameras).

All Museum and Gallery displays must not be blocked at any time by signage or other items.

Curtain Time

The Permit Holder must make every effort to start the performance within five minutes of the advertised commencement. The A.C.C. A.S.M. reserves the right to modify intermission or delay seating of latecomers until the first suitable break in the performance. This helps the Permit Holder avoid additional charges.

Intermission

Intermission length will be determined by the Permit Holder. Typical intermission lengths are 15-20 minutes, if an intermission is required.

Additional fees may be charged to the Permit Holder if the show starts considerably later than originally scheduled and the intermission or second half is not shortened. A.C.C. A.S.M. reserve the right to modify intermission length to assist the Permit Holder in avoiding extra charges.

Supervision

All participants under the age of 16 must be supervised by an adult from the Permit Holder group.

Inappropriate Behaviour

The Venue staff reserves the right to eject, or cause to be ejected, any person who does not abide by the Town's Community Code of Conduct. The Venue staff or any affiliated agents or employees shall not be held liable by the Permit Holder for any damages sustained by the Permit Holder because of the consequences for Inappropriate Behaviour. Depending on the circumstances, a temporary ban of an individual may be enforced by the Town in accordance with the Town's Trespass Policy.

Permit Holders shall conduct the event safely, securely, and orderly.

Dangerous Performance

If in the sole opinion of the Venue staff or their designate the performance, performers, or audience attracted by the said performance is considered to be a physical threat or danger to the property of the Venue or audience members of the Venue the Permit Holder must:

- Reimburse the Venue the total amount paid for any security personnel required for the performance. The number of security personnel is decided by the Venue staff or their designate.
- If requested by the Town, stop the performance or part of the performance deemed dangerous.

Failure to comply with the Venue staff assessment is considered a violation of the Permit. Venue management will immediately cancel the performance, and the Permit Holder, patrons, cast, and crew shall vacate the premises.

Movement of the Venue's Property

Facility property and equipment will be moved by Town staff. Audience Services staff may reposition equipment as needed to serve the event.

Mobility Devices and Strollers

All mobility devices, car seats and strollers must be placed in a designated area once the patron has taken their seat and will be returned to the patron at intermission or show end. Wheelchair patrons must obtain seating in the designated accessibility seating areas.

Cast

Cast must leave the stage following a performance via the stage exits and may greet audience in the lobby. Cast members are not permitted to bring audience members on stage or backstage after a performance.

Backstage Supervision

The Permit Holder must provide adequate personnel to run rehearsals, shows, and safely set up and strike efficiently.

Permit Holder must provide a backstage supervisor. If one is not provided, the A.C.C. Production reserves the right to provide a Stage Manager at the expense of the Permit Holder

Permit Holder is responsible for all personal property in the building. The Venue is not responsible for lost, stolen or damaged Permit Holder property.

Building Cleanliness

The Venue will be presented to the Permit Holder in reasonable cleanliness. If Dressing Rooms, Green Room, or any other booked area are left in unsatisfactory condition after the completion of the Permit Holder's booking, additional charges may apply and be invoiced to the Permit Holder, at the discretion of the Town.

There shall be no alteration of the building.

Any Damage to the building or its contents, however caused, must be paid for by the Permit Holder.

All equipment brought into the building including sets, decorations, or attachments are subject to the approval of the Production team.

Backstage Area

The designated representative will be emailed by A.C.C. Production staff if any equipment or materials are left at the Venue after a Permit Holder's rental period is over. An email will include what was found and a deadline for pick up. Failure by the Permit Holder to pick up the items by the deadline provided will result in the items being forfeited by the Permit Holder with no liability on the part of the Town.

Exit doors, freight elevator, equipment storage cage, or any related areas cannot be blocked or used by the Permit Holder for hanging items. Similarly, no costumes, properties or any items may be hung on emergency equipment, fire equipment, exits, backstage equipment, or doorways.

Nothing may be fixed to drapes including anything pinned or taped.

Security

The Permit Holder may be subject to security requirements as per the Facility Allocation Policy.

Tasks to be completed before a rental end:

- Venue Staff
 - Stage equipment put away
 - Lighting equipment put back to house standard
 - Stage is cleared of equipment
 - The stage floor is appropriately cleaned by Facilities Management
 - Permit Holder has vacated the building, the facility is locked, and a security check has been completed.
- Permit Holder
 - Backstage areas accessed by the Permit Holder (e.g. green rooms, dressing rooms, and bathrooms are left in a clean and orderly manner).

- Lobby is clear of all Permit Holder materials and promotional items and is reset to its original configuration.

Music/Dance Recitals and Festivals or Student Groups

Restricted Access

Dance and music recitals or festivals have unique logistical requirements. Participants, parents, teachers, and performers may be regularly entering and exiting the Venue during performance. The Permit Holder is encouraged to consider the patrons' enjoyment during the performance and plan appropriately with the Venue's Audience Services staff. The Venue reserves the right to hold and restrict access to the performing space until there is a suitable break in the performance.

Security and Supervision

During competitions, recitals, and festivals, the Venue is not responsible for the ongoing supervision of participants. Their safety is the responsibility of the Permit Holder, and they must provide proper supervision and security for all participants.

A required ratio of 20/1 supervisor to youth ratio (persons under 16) must be adhered to. If the Permit Holder fails to meet this requirement, the Venue staff may hire additional supervision at the Permit Holder's expense. Failure to adhere to this policy may result in requiring the Permit Holder to vacate the premises until adequate supervision is available. The Venue staff or their designated representative may adjust this ratio depending on the relationship and standing of the rental. This includes the Green Room, Dressing Rooms, and any other area included as part of the rental.

Royalties

No performance or event presented in the Venue may be broadcast, videotaped, recorded, or photographed or otherwise be reproduced without consent of the Town Staff or their designate. The Permit Holder must ensure that proper licenses have been obtained and adhered to for digital capture. A.C.C. Production staff must be properly credited for their audio work, video work, lighting, and other staffed roles. Where applicable, the Permit Holder may determine the patron recording policy. Failure to advise the audience properly may result in an extra fee if ushers or Venue staff need to confiscate recording devices or strictly monitor patrons use of personal devices.

Royalties Rights and Clearances

It is the Permit Holder's responsibility to secure, pay for, and comply with all licenses required by law regarding:

- The use of copyrighted material for public performance (music and plays)
- The audio recording of any copyrighted material
- The video recording of any copyrighted material, including the synchronization of visual images with existing audio materials

The Town and A.C.C. may not be held responsible for or liable for any infringement of copyright laws, however caused. The Permit Holder is solely responsible for adherence to all intellectual property laws.

Please note that your Production may require licensing from more than one agency. For example, both RE:SOUND and SOCAN licenses are required for playback of recorded music and are priced and issued depending on the activities at your event.

The following are listed as a courtesy and is not an exhaustive list of licensing bodies:

- SOCAN – Music Performance Rights – managed through Entandem
- Re:Sound – Music Performance Rights – managed through Entandem
- CMRRA – Music Reproduction Rights

Performance Rights for Plays and Musicals

The rights to perform plays or musicals can typically be secured from the show's publisher or licensing agency.

Video Recording Rights

The rights to record a play or musical can typically be secured from the show's publisher or licensing agency. A.C.T.R.A. or other digital capture fees may apply.

All archival film/photography must be communicated to the Production staff ahead of the rental.

A.C.C. Production staff will have the right to request the Permit Holder produces evidence of appropriate licenses before activities may commence.

Reproduction and Sale of Items Produced at Aurora Town Square

No reproduction of any kind will be permitted without the consent of the Town staff or their designate. The Town may make an additional charge for any such reproduction for which consent is granted. The name AURORA TOWN SQUARE must appear or be named on reproductions, and all A.C.C. and Town staff must be credited.

Ancillary Activities and Services

Bar Service

The A.T.S. Bar is operated for a fee by a designated service provider before, during, or after your event. The service provider will hold all proceeds from the sale at the bar. The Town shall not be responsible for the invoicing or payment of the bar service fee. The Permit Holder is solely responsible for making arrangements with the service provider for bar service and this must be coordinated at the time of booking.

Catering

Catering is the responsibility of the Permit Holder and must be arranged and coordinated at the time of booking.

Concessions

The operation of concessions in association with the event is made available through the Town's service provider.

Concession Sales in the Lobby

The Town will have exclusive right at all times and wherever it desires to sell or distribute any merchandise, food, and beverages.

Merchandise

The Permit Holder may distribute merchandise with proper authorization (subject to all applicable municipal, provincial, and federal taxes) made by the Permit Holder. The Permit Holder must provide a designated representative at the merchandise table to support sales or use A.C.C.'s merchandise services.

If the Permit Holder or Performer utilizes A.C.C.'s merchandise sellers and/or Point of Sale (P.O.S.) system, a 10% commission will apply. If the Permit Holder uses A.C.C.'s P.O.S. system, sales payment will be processed by the A.C.C. finance department within two weeks of the event.

The Permit Holder may use their own merchandise sellers and P.O.S. system without incurring any additional cost or commission.

Coat Check Service

Aurora Town Square does not offer an official coat check service. Coat racks are available for use by any rental at their discretion. Front of House staff can assist with coordinating access to the racks, but coats left on the racks are at the Permit Holder's and owner's risk. The coat rack service operates on the honour system and is not monitored or regulated by the Town.

Event Programs

Permit Holders are encouraged to provide a digital house program for their patrons. Permit Holders can provide a Q.R. code to display in the lobby for their patrons.

House programs must include the following language:

'Special thank you to the Aurora Cultural Centre and the Town of Aurora.'

Printed programs should be delivered on the day the performance and provided to the F.O.H. Manager.

Storage

A.C.C. Production staff shall act solely for the accommodation of the Permit Holder in the receipt, handling, care, or custody of property of any kind shipped or otherwise delivered to the Venue. A.C.C. Production staff will not be liable for any loss, damage, or injury of such property. No storage of the Permit Holder's property before or following the contract is permitted unless advance written approval is granted by A.C.C. Production Manager, or their designated representative.

Due to fire safety regulations, the Venue's mechanical room cannot be used as storage for equipment or materials.

Miscellaneous

H.S.T.

Harmonized Sales Tax ("H.S.T.") and other similar goods and services taxes shall be collected on all tickets sold, as applicable. The Town will act as the H.S.T. agent on behalf of the permit holder.

In a case where the permit holder is exempt from collecting H.S.T. on ticket sales, all tickets sales shall accordingly be exclusive of any H.S.T.

Lost Articles

A.C.C. Audience Services staff or their designate will have sole right to collect, have custody of, and dispose of, articles left in the building by persons attending a presentation at the Venue. For Lost and Found service, please contact a Town customer service representative at 365-500-3313 or email rleisure@aurora.ca. The Town and/or A.C.C. is not responsible for any loss or damage to persons or property, however caused.

Town Staff will make every effort to identify property of the Permit Holder deemed as a lost article and make every effort to return the identified article to its proper owner. The Venue will not be responsible for any shipping or additional costs associated with returning the article to the Permit Holder.

Disposal of Refuse

The Venue cannot accommodate substantial amounts of refuse and garbage disposal (scrap lumber, sets, or stage dressing etc.). All items brought into the Venue by the Permit Holder must be removed at the end of the rental period. Only nominal amounts of garbage and recyclables may be left in supplied receptacles.

Compliance with Laws

The Permit Holder must comply with the laws of Canada, the Province of Ontario, and the by-laws and regulations of the Town. The Permit Holder shall not permit anything on

the Venue property in violation of any laws, by-laws, rules, or regulations. The Venue shall not be used for any illegal, indecent, or immoral purposes.

Appendices

Technical Information

Technical information is available upon request.

Aurora Town Square Booking Request Step 1 Form

[Aurora Town Square Booking Request - Step 1](#)

Aurora Town Square Booking Request Step 2 Form

[Aurora Town Square Booking Request - Step 2](#)

Right to alter Operating and Procedures Manual

At the discretion of the Venue staff or their designate, the Venue may alter, change, amend, or cancel any articles and sections of the Operating and Procedures Manual at any time and from time to time as it affects an individual Permit Holder. The most current manual will be referenced and in force in all cases.

Responsibilities

All Staff

- Uphold the purpose and intent of the policy
- Document and report any Inappropriate Behaviour to their immediate supervisor

Management

Management at both the Aurora Cultural Centre and the Town of Aurora are responsible for monitoring and updating the policy as it adheres to their required cycle of review.

The Manager, Cultural Services, is responsible to ensure that the policy is adhered to for all bookings, including Town-run events.

Specific Department(s)

Aurora Cultural Centre Staff works with the Permit Holder to advance Technical Requirements and Audience Services needs ahead of the booking and schedules day of staff as required for an event. This role is contingent on having a Provision of Cultural Services Agreement in place between the Town and Aurora Cultural Centre and is subject to change based on that agreement.

The Business Support Division is responsible for processing facility permits for space and equipment at A.T.S. in accordance with the procedures outlined in this policy. Bookings administrators are also responsible for collecting all appropriate documentation for permitting spaces including but not limited to signed permits, liability insurance, and Municipal Alcohol waivers.

Monitoring and Maintenance

This policy will be reviewed two years from its effective or revision date, in accordance with the Town of Aurora's policy maintenance schedule.

References

- [Occupational Health and Safety Act, R.S.O. 1990, c. O.1](#)
- [O. Reg. 381/15: Noise](#)
- By-law – Fees and Charges
- By-law – Noise
- By-law – Smoking
- Policy – Aurora Town Square Space Usage and Permitting
- Policy – Community Code of Conduct
- Policy – Facility Allocation
- Policy – Facility Users Insurance
- Policy – Municipal Alcohol
- Policy – Trespass
- Aurora Town Square Fire Safety Plan