



User Guide

Key Contacts

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Website

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Welcome

Welcome to The Meteor! This guide contains important information, and should answer most questions about how the theatre operates. If you've got any other inquiries please get in touch with the theatre manager Deborah Nudds, or either Sean Lynch or Alec Forbes for technical queries.

How it works

Putting on an event at The Meteor is a collaboration. We co-operate with you on administration, marketing, publicity and production and offer technical assistance for your production. The Meteor generally runs ticketing, front-of-house operations and the Café. We hold a liquor licence and always operate any alcohol sales.

Production scheduling

There is high demand for the use of The Meteor. We try to schedule as many different events as we are able to. There may be more than one event on at a given day or time.

If sharing the space, we rely on your goodwill and our combined pre-planning to ensure a happy and workable arrangement.

Pricing Structure

Risk Share Model

The Meteor operates on a partnership or "risk-share" model of 20:80. This means that The Meteor charges a daily nominal fixed venue hire fee OR takes 20 % of the daily gross box office revenue (plus GST), whichever is the higher.

The outcome is that we reduce your risk of loss but also share in your triumphs. The Meteor gets a better fee with bigger audiences, so we actively work together to achieve the best outcomes for your production. Your success becomes our success too.

Daily Charges

The daily Community Rate over a multi-day performance season is \$50 (plus GST). This rate is charged for all pack in and out, technical and dress rehearsals and 'dark' days. It is also the cost of a performance day, if your ticket revenue is below the 20% threshold.

The Meteor currently charges a Community Rate of \$100 (plus GST) per One Day Hire period as the basic fixed fee for a one day event. Again, if 20% of your gross ticket revenue exceeds this, you will be charged the higher amount.

Commercial hire rates are more appropriate for some events, prices are available upon request.

A Cleaning Bond and any security access bonds will be charged when you sign the contract. These must be deposited to confirm your booking.

Please note: our percentage has 'first call' status on your box office income.

Facilities and services included in the hire fee of The Meteor:

- The use of the Black Box venue and Green Room.
- Independent access to the space, by prior arrangement.
- Technical Support (6 hours)
- Use of in-house Lighting equipment
- Use of in-house Sound Equipment

- Air conditioning/ Heating for performances
- The use of the Victoria St Billboard
- Online and Social media support
- On site Hospitality
- Ticketing operations
- Eft-pos and Wi-Fi Facilities

These facilities and services will be charged on top of the basic hire fee:

- Extra Technical Support – at a rate of \$30(plus GST) per hour, per crew member.
- Air Conditioning or Heating Use outside the time of one hour prior to and during the event at a rate of \$20 per hour.

Capacity and Staging

The Meteor is a black box theatre. It's approximately 21m x 19m x 5m in size.

There is no fixed arrangement of stage or seating. The space is completely flexible and can be configured in a myriad of ways.

The Meteor has 4 movable (wheeled – steel framed) seating blocks. Each block can be used individually, in groups or en masse. In its standard theatre configuration, we have the in-house capacity for 112 seats.

There is the potential capacity to increase the house size. This requires discussion with Alec or Sean, and a seating plan to be agreed upon. Extra seating may have an associated cost. Please email alec@themeteor.co.nz to arrange.

For music / band performances / gigs The Meteor can hold up to 350. This capacity is made up of a combination of seating and standing, with the majority of the audience standing.

The Gallery

The gallery area is available for separate use for performance, meetings and events. Pricing structure varies, please ask us.

The gallery is also available for exhibitions. No fee is associated with an exhibition, but any sale of art work will accrue the 20 % Meteor fee.

Before Your Event

The process to book, organise and stage a show.

- Fill in the W4 form, located at themeteor.co.nz.
- We will email a reply regarding availability of your intended dates.
- Meet and talk with the managers if possible. Emailed conversations are OK too! .
- Be assigned a provisional booking
- Sign the contract, answer the technical questions and pay your bond
- Receive a confirmed booking with performance dates
- Furnish promotional and marketing material
- Complete iTICKET forms for booked tickets.

- Pre- production meeting to discuss details,
- Pack-in
- Perform
- Pack-out

The Meteor reserves the right to decline or cancel any project, as set out in the User Contract.

User contract

For us to be able to confirm your provisional booking, you must fill in, sign and return your copy of The Meteor User Contract either in person or to info@themeteor.co.nz.

If anything changes

Please let us know if there's any change of status for your production – if someone like a director or producer drops out, or there's any form of catastrophe. There are lots of ways we can help.

Pre booking meeting

There will be discussions about:

- technical
- stage area
- seating configuration and capacity
- curtaining
- how the audience will enter the space
- fire egress
- what the technical requirements of the show will be
- pack in and pack out
- front of house
- marketing
- staffing
- final ticketing reconciliation, invoicing and payment.
- publicity
- marketing materials

Technical

Crew

The Meteor provides technical assistance, though The Meteor will not operate your show. We will help with pack-in and pack-out and provide support through the run of your project.

Tech support hours and on charge

You will need to get people involved to undertake the technical aspects required for pack-in, rigging, operation (sound, light, stage management) and pack-out.

We will need to approve your team, which may mean training in the use of the equipment.

Only specific, approved, persons will be authorised to work at height – i.e. use the genie.

Please note: when you are in the building, you will be responsible for the health and safety of your crew and cast. Please refer to the health and safety manual available on site and at <http://www.etnz.org/files/Guide-Version12.pdf>.

Please note: any use of smoke machines, hazers, or naked flames or flammable products is strictly prohibited. This will only be allowed if a risk plan and operating procedure is agreed, checked over, and adhered to. Any deviation from the agreed plan / procedure and the show may be immediately cancelled.

Access

For a longer run show, or if you are a regular user, The Meteor may provide an access card and key.

When you're in The Meteor with an access card and key, **you're responsible for the security of the building and keeping it in good order.**

Please note: Any misuse of the access card privilege may result in the card being withdrawn.

Cleaning

You are responsible for the cleaning of the stage and back stage areas utilised by the show.

Front of House information

Our vision is to create a memorable and enjoyable experience for the audience from the minute they enter The Meteor until they walk out the door. We are a friendly team who will always greet your audience with a smile, a polite and helpful manner and the best possible service. We will do all we can to ensure the smooth running of your event.

Front of House Staff

We have a group of enthusiastic volunteers and staff who can help with the Front of House at your event with door sales, ushering and safety procedures, when needed. We encourage you to provide some of your own faces in these roles to welcome your audience. Theatre is a group activity and you should still take advantage of any offers of help in this regard!

Prior to each event a Meteor manager will explain the protocols for audience safety and brief fire wardens on evacuations procedures. We will also assign at least one of your people as a fire warden to ensure The Meteor is safely evacuated to the car park in the event of an emergency.

Ticketing and Audience Numbers

The Meteor has a partnership arrangement with iTICKET for all booked tickets. No other ticketing provider can be used for presales of your event. You can choose to combine this with door sales, or have door sales only.

There is no ticketing fee associated with door sales. Please do not discount your iTICKET price for door sales. We have a credit card and eftpos terminal at Front of House that you are welcome to use for ticketing. This settles to a Meteor holding account. We can provide a float by pre arrangement. We ask that you use our simple ticketing system for all door sales, or another means pre-approved by The Meteor.

Collecting the numbers of people using The Meteor is an important aspect of our continued management of the Theatre. We would appreciate your honest assistance in this regard when required.

iTICKET Information

To set up your show on the iTICKET website, we will send you their booking form to fill in. You return this, plus correctly sized images, to us, and we arrange the rest with iTICKET.

All tickets pre booked through iTICKET carry a \$3 'inside charge' which you should take into consideration when setting your ticket price. This means that iTICKET take their fee out of the ticket purchase, before settling to The Meteor on the Tuesday following your event.

The Meteor calculates the 20 % (plus GST) from the total ticket price - which includes the iTICKET fee.

We get a daily printed report from iTICKET, to be used by the ticketing staff to manage door sales for each event. The iTICKET cut off for audience bookings is 3 hours before your start time. We are also happy to let you know how your pre sales are going at any time in your season.

Important: Shows making use of iTICKET are required to display the iTICKET logo and booking disclaimer on their marketing materials. We will send you these files with your booking form.

Please send to info@themetor.co.nz

- The iTICKET booking form (provided by us or downloaded from www.themetor.co.nz/resources)
- A "portrait" image of 270 × 315 pixels, in .jpeg or .png format.
- A "banner" image of 800 × 400 pixels, in .jpeg or .png format.

Complimentary Tickets ('Comps')

You may wish to provide complimentary tickets for the cast and crew to give out over your season. A general rule of thumb is two tickets per cast or crew member. A show may 'comp' up to half the seats for an opening night – with no fee. Any excessive complimentary tickets provided by a show, may incur the 20 % Meteor fee of what those tickets would normally cost, at our discretion.

You must provide a list of your season's comps to The Meteor by opening night.

The Meteor reserves the right to utilise, on behalf of the One Victoria Trust, up to 10 complimentary tickets, over the run of a show to recognise The Meteor's supporters. The Meteor also reserves the right to offer discounted or complimentary tickets to members of The Meteorites, after consultation with you.

Bar and Café Facilities

The Meteor holds a liquor On Licence for the sale of alcohol at appropriate events. We provide licenced Duty Managers to ensure all legal and host responsibilities are adhered to.

We do not operate as a profit share proposition for these sales. Any profit from the café/bar enables us to keep our hire fees low and the venue accessible to the community.

We will only allow outside catering to be used by shows under special circumstances. If you have an idea for an event that you would like to provide catering as part of the ticket price, please discuss with us.

To Do

- Make sure to consult with Deborah about front-of-house staffing prior to your event.
- Provide us with a list of your season's comps for opening night and/or for subsequent nights in your season.
- Discuss with us whether alcohol sales are appropriate to your event.

Marketing materials

A minimum of **six weeks** before your season begins we will need to receive materials to help us do our part in marketing and assisting you in producing your show. But remember: you are ultimately responsible for your own marketing.

Here's what we need from you:

Meteor website and newsletter

For any public event we run at The Meteor, we create a Facebook event and an Event page at our website, www.themeteor.co.nz. We also create listings for you on Eventfinda, The Big Idea and Creative Waikato, and send a monthly email newsletter to our database. We require the following materials a minimum of six weeks before your season begins. Ideally they will be based on the same theme as your other marketing materials (i.e. posters, flyers) for consistency.

Please send to marketing@themeteor.co.nz:

- Image for the "slider" on the homepage of the website: 1170 x 460 pixels in .jpg or .png format.
- "Hero" image for event: 570 x 320 pixels .jpg or .png format.
- We require a blurb – about 100 words – for our website event page, as well as the listings we create for you on Eventfinda, The Big Idea, and Creative Waikato.
- These images must be **attached** to an email to marketing@themeteor.co.nz along with your blurb. Please don't put images in Microsoft Word or Adobe PDF documents - this makes them very difficult to deal with.
- It's possible to create an animated slider for the front page of the website for added visual effect. If you wish to do this, please contact marketing@themeteor.co.nz or detailed instructions on what materials to send.
- If we don't receive these materials in time, we will put up your event on just our website using a generic font and blank image, which isn't a great look. Take a bit of time to make your images shine!

Press release

We require a press release about your event so we can assist with getting your information into local arts diaries, gig guides, or newspapers. Your media release may be re-branded as a Meteor press release and we may re-write it as necessary. If you are planning on making a release for your event, make sure to read the tips at www.themeteor.co.nz/resources – they can be a big help.

Press images

Many newspapers and arts publications will not print a copy of your poster, but they will use a promotional image from your event. A good promo image is high-resolution, well-shot and provides a good look at what your production represents. Please include an image or several with your press release. It hugely increases the likelihood of being printed.

Posters

Please send us a digital copy of your poster and/or flyers – we can often find uses for this. We won't print posters for you, but we are happy to offer the use of our poster wall and foyer for display. Please make sure that any posters for the poster wall are matte finish, not glossy – glossy posters will fall down.

All posters for events taking place at The Meteor must feature our logo (it doesn't have to be big!) Copies of our logo in black and white, in a variety of formats, can be downloaded from www.themeteor.co.nz/resources.

Please send to marketing@themeteor.co.nz.

- A press release
- At least one high-quality press image
- Any images must be attached to the email, not embedded in a Word document or the body of the email.
- Posters to advertise your event. These must feature our Meteor logo, and if you are using the iTICKET system, they must also feature the iTICKET logo and disclaimer.

Reviews

We know a few reviewers who may attend your preview night or opening night to do a review of your show. We strongly suggest you take advantage of this opportunity, if possible. It's particularly good to get a reviewer to a preview night as this may mean your review is ready in time for your official show opening. Email marketing@themeteor.co.nz to arrange this.

The Meteors supporters group

The Meteor has a supporters group, called **The Meteorites**. Membership of the group confers a number of benefits, and your production may wish to make use of some of these as detailed below.

Programme

If you have a programme for your show, we require you to put an insert for sign-up to The Meteorites inside or attached to the programme, which we will provide. We may also put sign-up slips in the theatre on seats for your show.

Preview night

You might wish to hold a preview night, to which The Meteorites will be invited. You're not obligated to do this, but we do suggest making use of it if possible. This may be a dress rehearsal. Doing this means that not only can a reviewer come to your show prior to the show's official opening, but that you can have an audience as well. We'll ask you if your show wants to make use of this, or you can let us know.

Rush tickets

If your tickets are not selling as well as you would like, we will offer rush tickets (first in, first served, at a low price) first to our supporters group, then to our general mailing list and Facebook page members. We can also do competitions and giveaways for tickets – and will be happy to talk with you about how best to do this.

After Your Event

Pack Out and Clean Up

Please clean up any areas you have used in your production. These will probably include the black box, the green room, and possibly the workshop area. A cleaning bond of \$100 is payable when you sign your contract, and it may be retained if these areas are not cleaned satisfactorily.

The Meteor takes care of the "public" areas, like the foyer, café, and toilets.

Feedback

Once your event is done, we require you to fill out a feedback form, located at www.themeteor.co.nz/feedback. After we've received this, we'll proceed with invoicing.

Invoicing and Payment

After your event has finished we will provide you with a spreadsheet breakdown of ticket sales and audience number totals for each night. This will also outline how hire fees are calculated for each night - \$50 (plus GST) or 20% of gross (plus GST) whichever is greater.

All eftpos and credit card door sales are settled nightly into a Meteor holding account. iTICKET sales revenue, minus their fees, is settled into this account the Tuesday following the end of your event. We hold all ticket revenue in trust until we have reconciled your sales to our mutual agreement. For single events we can sometimes do this at the conclusion of your event

Once we have agreed on the financial reconciliation we will provide a GST invoice for your hire fees and any other expenses incurred, if required. Then we will settle any revenue we are holding to your nominated bank account, minus our invoiced amount. If we do not hold enough revenue to cover our fees further payment will be required into our provided bank account number.

Frequently Asked Questions

What are the technical specifications of The Meteor?

Please see our Technical Specifications section at the back of this guide.

What equipment do you have that we can use?

A list of equipment available at The Meteor is available for download at www.themeteor.co.nz/equipment. It should give you a good idea of what additional equipment, if any, you may need.

Do you have any preferred providers of equipment? Can I get a discount?

Yes, our preferred suppliers of lighting and sound equipment both offer a "Meteor Discount".

Our preferred sound equipment supplier is Scott Sound – www.scottsound.co.nz.

Our preferred lighting supplier is ACLX – www.aclx.co.nz.

I'm new at producing shows! Can you recommend anyone who can help?

Although we can't actually produce your show for you, we can help quite a lot. We may also be able to help you by recommending experienced practitioners who can offer advice.

Can I run my own bar?

No, sorry. The Meteor depends on the income raise from the café / bar to maintain affordable hire rates.

Photography, video or recording

If you plan to photograph, video or sound record performances, you will be responsible for obtaining the permission of all parties. The Meteor may request permission to have someone record or photograph your performance for the media or our records.

Checklist

The process to book, organise and stage a show.

- Fill in the **W4 form** at www.themeteor.co.nz/hire.
- Talk / meet with the managers. During, or immediately after this meeting you will fill in the Event Form.
- Be assigned a provisional booking.
- Prior to signing the contract, we will agree upon:
 - Show times for each day your show is playing
 - Running time of show
 - Audience capacity
 - Ticketing and ticket prices
 - Front of house operation and Café / bar
 - Marketing strategy
- Sign contract and pay the bond
- Provide cast, crew and technical person details to technician@themeteor.co.nz
- Receive a confirmed booking
- Furnish promotional material for bar licence and marketing
- Pack-in
- Perform
- Pack-out
- Final ticketing reconciliation, invoicing and payment.

*i*TICKET checklist: please send to marketing@themeteor.co.nz:

- The iTICKET booking form (provided by us or downloaded from www.themeteor.co.nz/resources)
- A "portrait" image of 270 × 315 pixels, in .jpeg or .png format.
- A "banner" image of 800 × 400 pixels, in .jpeg or .png format.

Publicity checklist: please send to marketing@themeteor.co.nz:

- Image for the "slider" on the homepage of the website: 1170 x 460 pixels in .jpg or .png format.
- "Hero" image for event: 570 x 320 pixels .jpg or .png format.
- These images must be **attached** to the email, along with your blurb. Please don't put images in Microsoft Word or Adobe PDF documents - this makes them very difficult to deal with.
- We require a blurb – about 100 words – for our website event page, as well as the listings we create for you on Eventfinda, The Big Idea, and Creative Waikato.
- A press release
- At least one high-quality press image
- Any images must be attached to the email, not embedded in a Word document or the body of the email.
- Posters to advertise your event. These must feature our Meteor logo, and if you are using the iTICKET system, they must also feature the iTICKET logo and disclaimer.
- Let us know if you want a review of your show
- Let us know if you want a preview night, to which our supporters club will be invited

Technical Information

Equipment

The Meteor has the following equipment:

- A lighting desk and lamps.
- A sound system.
- Curtaining.
- Rostra.
- Tables.
- A collection of lighting gels.

For a full list of equipment, please download the **Meteor Theatre Technical Equipment List** from www.themeteor.co.nz/resources.

All the equipment listed is available for use, at no extra charge.

Any other equipment required is the responsibility of the individual show. The Meteor has preferred suppliers – ACLX Lighting and Scott Sound – who have special “Meteor rates” for the hire of equipment.

Please note: all electrical equipment must be tested and tagged before it can be used in the building. Any questions please contact alec@themeteor.co.nz.

METEOR THEATRE

HOST RESPONSIBILITY POLICY

The One Victoria Trust and Meteor management are responsible for providing a welcoming and low-key hospitality environment, to allow alcohol to be served responsibly to adults in the audience at events in the Theatre. Because of this the following Host Responsibility policy has been implemented.

Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and will be encouraged to take advantage of safe transport options.

It is against the Law to serve minors. The Meteor has a policy of identification-checking for anyone who looks under 25. Acceptable forms of proof of age are a current NZ photo drivers licence, current Passport or a HANZ 18+ card.

Remember: NO ID = NO SERVICE...NO EXCEPTIONS

We provide and actively promote a great range of non-alcoholic drinks and juices, espresso coffees and chocolates and a range of teas. We provide low-alcohol beer. Free water is provided at all times.

At all times of alcohol service we have available a good range of food from our menu of light meals and substantial counter items. Menus are always visible at the Bar/Café area.

We are under no obligation to serve alcohol at any event in the Meteor where management do not deem it appropriate. The Meteor will serve alcohol responsibly or not at all. We reserve the right to stop alcohol service at any event, under any circumstances we find reasonable.

We will promote transport options to get you home safely. We will ring a taxi for you if required.

A free non-alcoholic drink will be provided to anyone who is identified as a designated driver.

We will make sure all these services are well promoted and will display signage required under the Sale of Liquor Act.

We will maintain a training and management policy to give our staff, crew and volunteers the skills and support they need to do their job responsibly.

Please be our guest and enjoy all the entertainment experiences the Meteor has to offer. Our audience and community is important to us. We aim to create a sociable, friendly atmosphere, to provide you with a great night of performance, and then get you home safely.

We pride ourselves on being responsible hosts.

(Signed)

The One Victoria Trust Inc and Meteor Management.

