

HOROWITZ EVENTS CENTRE

STANDARD BOOKING POLICIES



As every event is unique, this information is provided for reference only. Please contact us at horowitzevents.ca/book to request a detailed estimate.

The policies and processes outlined in this document are applicable to all Horowitz Events Centre venues. Individual venues have additional policies and processes that are specific to the venue. Please refer to the individual venue rate card & booking procedures documentation for the respective venue.

Policies and procedures are subject to change at any time. In the case of any conflict or inconsistency among the following documents, the descending order of precedence will be: (1) individual booking agreements, (2) individual venue documentation, and (3) this Standard Booking Policies document.

BOOKING PROCESS

Each respective venue at the Horowitz Events Centre must have its bookings confirmed a specific number of days in advance. This timeline varies between venues. Please refer to information for an individual venue or contact a Horowitz Events Centre client coordinator for more information.

As venues of the University of Alberta Students' Union (UASU), the Horowitz Events Centre retains first booking privileges on select dates for student programming and engagement. All bookings and any alterations to the aforementioned policies are at the exclusive discretion of the Horowitz Events Centre and the UASU. Bookings may be declined for any reason.

If you are interested in booking one of our venues, you can request to place a hold on the date(s) that work for your event. Holds signify your interest in booking a date, but they are not a confirmed booking and do not imply any obligation on the part of the Horowitz Events Centre or on you, as the potential renter. You do not need to pay a deposit or sign a contract to place a hold. The Horowitz Events Centre retains the exclusive right to decline or revoke any holds at our discretion.

First Holds

A first hold can be placed on any available date up to 16 months in advance. Please note that first holds are considered tentative bookings. Once a decision has been made about the date, please contact our offices to let us know if you would like to confirm or release the hold. All holds must be confirmed 60 days prior to the event date, or the booking becomes subject to cancellation.

We require a signed contract and non-refundable, non-transferable deposit of 50% of the base rent in order to fully confirm a booking. The balance of the estimate is due 30 days prior to the date of the booking.

Additional Holds

Additional holds can be placed on any date that already has a first hold in place. If the group with the first hold decides to release, the group with the second hold will be contacted and offered the date.

Challenges

If a group with a second hold would like to try to confirm a date immediately, they can contact our offices and ask to issue a challenge. We will contact the client with the first hold on the requested date and ask them to confirm their booking with a signed contract and deposit, or to release the date to the other group. First holds are given two business days to respond to a challenge, and we require a signed contract and deposit from the confirming client within one week.

Cancellation Policy

Please note that all rental deposits are non-refundable and non-transferable. If an event is cancelled after the deposit has been received, it will not be refunded. If an event is cancelled less than 30 days before it is set to occur and full payment has been received, none of the payments will be refunded.

STAFFING

The number of staff required for a booking will be determined by venue management. Staff call times must be arranged at least 30 days in advance of the booked date. All shift times and schedules must be reconfirmed at least one week in advance. **Activity in and access to all venues, with the exception of individual rooms in the Meeting Centre, must be supervised by Horowitz Events Centre staff at all times.** Access to stage areas and back-of-house venue areas must be supervised by Horowitz Events Centre technical staff specifically at all times.

Horowitz Events Centre staff are required for all events with a public or private audience or guests. Staff provide service to patrons attending events in our spaces, and are also trained in relevant fire and safety protocols. We will not reduce or otherwise modify our required staff complement.

Please keep in mind that your scheduled hours in all venues include the following where relevant: load in, setup, soundcheck, performance, and load out. If the event runs longer than originally scheduled, extra staffing hours will be invoiced.

Technical Staff

All events in the Horowitz Theatre require three house technicians - Audio, Lighting, and Stage - regardless of event type. Any and all activities within the Horowitz Theatre must be supervised by our house technicians at all times. Events held in our other spaces that have technical components require one house technician.

Venue Staff

A Shift Lead will be scheduled for your booking and act as the designate of the Horowitz Events Centre. They are on hand as your liaison to the facility and to organize all event staff.

Bar staff and event staff will be scheduled for all licensed events, as per Alberta Gaming and Liquor Commission regulations. University of Alberta policy may require the presence of University of Alberta Protective Services at major events. External security staff may also be required, and will be arranged by the Horowitz Events Centre. The number of staff required will be determined by the Horowitz Events Centre based on the details of each specific booking.

Staff Breaks

One meal break (either 30 minutes or 60 minutes in duration) must be provided after no more than 4 working hours, as well as one 15 minute coffee break per shift. We reserve the right to enforce staff breaks at the necessary time limits, regardless of the state of the event. If breaks are missed, the Missed Staff Break fee will apply.

Hourly Staff Rates

Staff are members of Canadian Union of Public Employees (CUPE) Local 1386. Technicians are scheduled on a minimum 4-hour call, and all other staff are scheduled on a minimum 3-hour call. Overtime rates apply after 8 scheduled hours, or for any unscheduled time. All staff bill out at overtime rates on statutory holidays (as defined by the CUPE Local 1386 Collective Agreement).

For bookings that do not include staffing in their base package, or when additional staffing is required, the following hourly staff rates apply:

Staffing Rates (per staff member, per hour)	Regular Time	Overtime
Technicians	\$45	\$90
Room Managers, Shift Leads & Box Office Managers	\$35	\$70
Event Staff & Bar Staff	\$25	\$50

The following additional staffing fees apply both to billable hourly staff as well as to any venue base packages that normally include staffing.

Additional Staffing Fees		
Missed staff break	per staff member, per occurrence	\$100
Staff surcharge for shifts beginning or ending between 11:45 PM and 6:15 AM	per staff member, per occurrence	\$50
Bookings on statutory holidays	all staff billed at overtime rates	

When a booking covers two or more consecutive days, individual staff are entitled to a designated rest period between scheduled work shifts. If the same staff member is specifically requested to work during this rest period, additional charges will apply.

CATERING

The Horowitz Events Centre's in-house catering department is the exclusive caterer of all venues in the Horowitz Events Centre, and holds the right of first refusal on any catering.

Our experienced culinary team is well versed in accommodating a wide variety of dietary restrictions and allergies. If you require kosher menu items or would like to request a custom menu item, please advise your coordinator at least three weeks in advance.

Catering Timelines for Events in our Signature Venues	
Venue confirmed with contract & deposit	At least 60 days prior to the event
Final menu selections due	14 days prior to the event
Final numbers & allergies/dietaries due	7 days prior to the event

All catering on the University of Alberta campus must abide by campus single-source cold beverage agreements – outside of the Students' Union Building, only products provided by Coca Cola Bottling Canada Ltd. may be served as cold non-alcoholic beverages.

UASU-registered student groups should refer to the [outside food & beverage policy for student groups](#).

Please note that an additional custodial fee may be charged for catered events in our venues.

TICKETING

To ensure reliable service for our clients and patrons, all ticketing is provided by the Horowitz Events Centre. Online ticket sales are set up via our exclusive ticketing provider. Events that do not require tickets but would like to arrange for free online registration will be handled on a case-by-case basis.

To begin the ticketing setup process, please fill out the form at horowitzevents.ca/ticketrequest. Please note that it can take an average of five business days to get a show fully set up, so please submit your request as early as possible. Tickets will not be put on sale unless a signed contract and deposit are in place confirming your booking.

Our standard is to apply the revenue from your ticket sales to the outstanding balance of your booking. If you would prefer to pay the entire amount of your booking up front instead of having it covered by ticket sales, please let your coordinator know during the ticket setup process.

If you have marketing images for your event, please share them with us during the ticket setup process. We prefer images that are less than 2MB and can use all of the following dimensions: square crop (1:1), 1080x1920 px, and 1920x1080 px.

For additional details, please see the Ticketing Rate Sheet and contact us for more information.

ADDITIONAL CONSIDERATIONS

Pricing & Discounts

All published rates do not include GST and are subject to change without notice. Finalized rates and any other operating procedures will be as confirmed in the rental agreement.

Please refer to individual rate cards for information on available discounts for select groups. In order to qualify for a published discount, the group receiving the discount must be the bona fide primary user of the booking, as determined by the Horowitz Events Centre. All discounts are at the facility's sole discretion.

Insurance

All clients using space in the Horowitz Events Centre must provide a Certificate of Insurance for a minimum of \$2 Million (\$2,000,000) with "The Students' Union, University of Alberta" listed as additionally insured. We require a copy of the insurance certificate at least 14 days in advance of the booked time period.

Merchandise Sales

The Horowitz Events Centre has a 15% commission rate on all merchandise sales. This rate is applied to gross sales, including GST. It is the client's responsibility to inform all parties involved of this commission. Event staff can be scheduled to assist with merchandise sales – please contact us with your request at least 30 days prior to the booking.

SOCAN & Re:Sound Fees

Fees for both the Society for Composers, Authors and Music Publishers of Canada (SOCAN) and Re:Sound Music Licensing apply to all events where music is publicly performed. The rate is based on the capacity of the venue as well as whether there will be dancing at the event. Please contact us for more details.

Maintenance & Cleaning Charges

Clients will be held responsible for any additional maintenance or cleaning charges over and above those specified in the booking agreement, with respect to damages beyond reasonable use or stains to flooring, walls, furnishings, or other elements of the space.

Storage

All rental deliveries and pick-ups must be confirmed 10 days prior to the booked date. Storage fees may apply based on item volume and logistics. Our storage facilities are limited. Clients with significant storage requirements are subject to additional charges.

CONTACT

phone 780.492.4764

email bookings@horowitzevents.ca

web horowitzevents.ca/book