

# The Glasshouse

## Glasshouse Port Macquarie

Refer also to Conditions of Hire (available on website [www.glasshouse.org.au](http://www.glasshouse.org.au))

Refer to Appendix 10

### Performance Spaces

Full Theatre Hire (hire per performance or event)	\$390.00	\$354.55	\$35.45	\$390.00	0.00%	per hour
As per standard rates as costed or 10% of Gross Box Office taking (whichever is the greater). Includes A/C, cleaning, access to standard in-house lighting, 1 x Venue Supervisor / 1 x Theatre Technician						
4 hour minimum hire						
Theatre Hire Stalls Only	\$340.00	\$309.09	\$30.91	\$340.00	0.00%	per hour
Includes A/C, cleaning, access to standard in-house lighting, 1 x Venue Supervisor / 1 x Theatre Technician						
4 hour minimum hire						
Theatre Hire Rehearsal Rate (per hour)	\$300.00	\$272.73	\$27.27	\$300.00	0.00%	per hour
Includes 1 x Venue Supervisor and 1 x Technician. Excludes access to auditorium seating and theatre is under work lights only.						
4 hour minimum hire						
Ross Family Studio Hire – Performance/Seminar	\$90.00	\$81.82	\$8.18	\$90.00	0.00%	per hour
Includes A/C, cleaning, access to standard in-house lighting and sound rig, 1 x Venue Supervisor						
4 hour minimum hire						
Ross Family Studio 3 day hire – Performance Hire on 3 consecutive days for up to 7 hours* per day. Includes A/C, cleaning, access to standard in-house lighting and sound rig, and Venue Supervisor.	\$0.00	\$1,363.64	\$136.36	\$1,500.00	∞	Per Hire
Additional hours required on any day charged at \$90/hour						
Ross Family Studio 5 day hire – Performance Hire on 5 consecutive days for up to 7 hours* per day. Includes A/C, cleaning, access to standard in-house lighting and sound rig, and Venue Supervisor.	\$0.00	\$2,045.45	\$204.55	\$2,250.00	∞	Per Hire
Additional hours required on any day charged at \$90/hour						

Name	Year 18/19 Last YR Fee (incl. GST)	Year 19/20 Fee (excl. GST)	Year 19/20 GST	Year 19/20 Fee (incl. GST)	Increase %	Unit
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## Performance Spaces [continued]

Ross Family Studio Hire Bare Walls (This mode is only available when combined with Theatre hire. Not available after hours. Flat rate of \$180, then \$30/hr thereafter)	\$180.00	\$163.64	\$16.36	\$180.00	0.00%	\$180 Flat Rate + \$30 Per Hour
Includes electricity, A/C, cleaning						
4 hour minimum hire						
Ross Family Studio Hire (1/2 Day) – Meeting Only During Business Hours, Monday to Friday 9am – 5.30pm	\$250.00	\$227.27	\$22.73	\$250.00	0.00%	1/2 Day
Includes electricity, A/C, cleaning, table, chairs, 1/2 hr tech support on arrival only. AV Operator pre rig, set OR operation at additional cost. 10% surcharge on Sundays.						
1/2 Day (max 4 hours)						
Ross Family Studio Hire (Full Day) – Meeting Only During Business Hours, Monday to Friday 9am – 5.30pm	\$350.00	\$318.18	\$31.82	\$350.00	0.00%	Full Day
Includes electricity, A/C, cleaning, table, chairs, 1/2 hr tech support on arrival only. AV Operator pre rig, set OR operation at additional cost. 10% surcharge on Sundays.						
Full Day (8 hours)						
Glasshouse Podium	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hour
Includes 1 x Venue Supervisor for the duration of the booking. Power at additional charge. 10% surcharge for Sundays and Public Holidays.						
3 hour minimum hire						
Mezzanine Theatre Presentation Package	\$205.00	\$186.36	\$18.64	\$205.00	0.00%	Per Hour
Only available in conjunction with hire of the mezzanine foyer. Includes data projector and screen and access to seating for a maximum 100 pax in the theatre dress circle. Please Note: additional staff charges may apply depending on scope of the event.						
3 hour minimum hire						

## Conference Spaces

Meeting Room 1 OR 2 Hire (1/2 Day)	\$150.00	\$136.36	\$13.64	\$150.00	0.00%	1/2 Day
Includes electricity, A/C, cleaning, tables, chairs						
Max 4 hours						
Meeting Room 1 OR 2 Hire (Full Day)	\$200.00	\$181.82	\$18.18	\$200.00	0.00%	Full Day
Includes electricity, A/C, cleaning, tables, chairs						
8 hours						

Name	Year 18/19 Last YR Fee (incl. GST)	Year 19/20		Increase %	Unit
		Fee (excl. GST)	GST		

## Conference Spaces [continued]

Meeting Room 1 OR 2 Hire – After Hours (0 – 70 people, after business hours access inclusive of 1 staff). After Hours = 5.30pm – 11pm weekdays or 9am – 11pm Saturdays. Staff surcharges apply on Sundays, Public Holidays and after 11pm	\$75.00	\$68.18	\$6.82	\$75.00	0.00%	Per Hour
Includes electricity, A/C, cleaning, tables, chairs						
minimum 3 hours / price per hour						
Meeting Room 1 and 2 Combined Hire (1/2 Day)	\$250.00	\$227.27	\$22.73	\$250.00	0.00%	1/2 Day
Includes electricity, A/C, cleaning, tables, chairs						
Max 4 hours						
Meeting Room 1 and 2 Combined Hire (Full Day)	\$350.00	\$318.18	\$31.82	\$350.00	0.00%	Full Day
Includes electricity, A/C, cleaning, tables, chairs						
8 hours						
Meeting Room 1 and 2 Combined Hire – After Hours (71 – 140 people, after business hours access inclusive of 1 staff). After Hours = 5.30pm – 11pm weekdays or 9am – 11pm Saturdays. Staff surcharges apply on Sundays, Public Holidays and after 11pm	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Hour
Includes electricity, A/C, cleaning, tables, chairs						
minimum 3 hours / price per hour						
Art Lab Room Hire 1/2 Day (Not available after hours)	\$125.00	\$113.64	\$11.36	\$125.00	0.00%	1/2 Day
Includes electricity, A/C, cleaning, tables, chairs						
Max 4 hours						
Art Lab Room Hire Full Day (Not available after hours)	\$175.00	\$159.09	\$15.91	\$175.00	0.00%	Full Day
Includes electricity, A/C, cleaning, tables, chairs						
8 hours						
Small Function Room Hire (level 2) – 1/2 Day	\$110.00	\$100.00	\$10.00	\$110.00	0.00%	1/2 Day
16 people maximum. Includes electricity, A/C, cleaning, tables, chairs						
Max 4 hours						
Small Function Room Hire (level 2) – Full Day	\$160.00	\$145.45	\$14.55	\$160.00	0.00%	Full Day
16 people maximum. Includes electricity, A/C, cleaning, tables, chairs						
8 hours						

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### Conference Spaces [continued]

Board Room 2 (level 2) – 1/2 Day	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	1/2 Day
8 people maximum. Includes electricity, A/C, cleaning, tables, chairs						
Max 4 hours						
Board Room 2 (level 2) – Full Day	\$150.00	\$136.36	\$13.64	\$150.00	0.00%	Full Day
8 people maximum. Includes electricity, A/C, cleaning, tables, chairs						
8 hours						
Speakers Room (Level 2) – Full Day	\$60.00	\$54.55	\$5.45	\$60.00	0.00%	Full Day
4 people maximum, Includes electricity, A/C, cleaning, tables, chairs, WI-FI						
8 hours						
Speakers Room (level 2) – Weekly Hire	\$220.00	\$200.00	\$20.00	\$220.00	0.00%	Per Week
4 people maximum, Includes electricity, A/C, cleaning, tables, chairs, WI-FI						
Monday to Friday, max 8 hours per day						
Regional Gallery Hire (Top Floor OR Ground Floor)	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Hour
Access to floor space subject to availability and exhibition restrictions - any set up required will be charged at applicable staff and equipment rates						
3 hour minimum hire						
Foyer Hire (for event)	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Hour
Access to floor space - any set up required will be charged at applicable staff and equipment rates						
3 hour minimum hire						
Foyer Hire (for set up by Hirer)	\$50.00	\$45.45	\$4.55	\$50.00	0.00%	Per Hour
Access to floor space by Hirer - any equipment set up required will be charged at applicable staff and equipment rates						
1 hour minimum hire						
AV Package (Mezzanine Foyer)	\$340.00	\$309.09	\$30.91	\$340.00	0.00%	Per Day
Includes hire of a data projector, lectern and microphone OR radio mic, laptop, staging, PA system, LED lights, tabs and screen. (Operator is extra and charged at the published hourly rate IF required)						
Whole of Venue: Includes access to Theatre, Studio, Meeting Room 1 & 2, Small Function Room, Mezzanine Foyer, 3 x staff					By quotation	Per Day
Subject to availability						
Additional dressing room activation	\$200.00	\$181.82	\$18.18	\$200.00	0.00%	Per Hire/Event
Only available when combined with theatre hire						
Includes electricity, A/C, cleaning						

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## Staff Rates

Staff working conditions include the following - Minimum 3 hr call, plus staff must be allowed a meal break no later than 5 hours after commencement, all missed meal breaks will incur A/H charges until meal break is taken.

Rates are per hour.

Venue Supervisor / Technician / Duty Manager / Gallery Technician (Monday – Saturday)	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hour
Usher / Tour Guide / Merchandise Seller (Monday – Saturday)	\$50.00	\$45.45	\$4.55	\$50.00	0.00%	Per Hour
Venue Supervisor / Technician / Duty Manager / Gallery Technician (Sunday)	\$60.00	\$54.55	\$5.45	\$60.00	0.00%	Per Hour
Usher / Tour Guide / Merchandise Seller (Sunday)	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hour
Venue Supervisor / Technician / Duty Manager / Gallery Technician (Public Holiday)	\$70.00	\$63.64	\$6.36	\$70.00	0.00%	Per Hour
Usher / Tour Guide / Merchandise Seller (Public Holiday)	\$60.00	\$54.55	\$5.45	\$60.00	0.00%	Per Hour

## Miscellaneous Fees

Function Package					By quotation	
Customised Package						
Marketing Packages					By quotation	
Photography Packages (access to non-public venues)					By quotation	
Wedding Ceremony Packages					By quotation	
Merchandising					15% of total sales. Fixed Percentage	
Commission on any goods sold within the premises						
Technical Specifications Late Fee	\$50.00	\$45.45	\$4.55	\$50.00	0.00%	Per Day

## Business Sense Packages

Only available during business hours: 8.30 am to 5.30 pm, catering as per set menu, minimum numbers apply, contact Glasshouse for further information.

### 1/2 Day

Includes Meeting Room 1 & 2 combined, technical assistance on arrival, morning OR afternoon tea, Glasshouse working lunch, free wi-fi, whiteboard, data projector, lectern & microphone, water & mints, room set to clients requirements.

Business Sense Package (minimum 20 delegates)	\$42.00	\$40.00	\$4.00	\$44.00	4.76%	Per Person
Includes: conference from hire set to clients requirements, technical assistance on arrival, data projector, laptop, Wi-Fi, lectern and microphone, whiteboard, water and mints on tables. Catering included: arrival tea and coffee, morning tea, working lunch with fruit platter, afternoon tea						

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### Full Day

Includes Meeting Room 1 & 2 combined, technical assistance on arrival, morning tea, afternoon tea, Glasshouse working lunch, free wi-fi, whiteboard, data projector, lectern & microphone, water & mints, room set to clients requirements.

Business Sense Package (minimum 20 delegates)	\$46.00	\$43.64	\$4.36	\$48.00	4.35%	Per Person
Includes: conference from hire set to clients requirements, technical assistance on arrival, data projector, laptop, Wi-Fi, lectern and microphone, whiteboard, water and mints on tables. Catering included: arrival tea and coffee, morning tea OR afternoon tea, working lunch with fruit platter						

### Audio Visual Conference Packages

Specialised Web Streaming & Recording Technology for Online/Live Video Conferencing. Supported by GoTo Meetings.

Package A	\$550.00	\$500.00	\$50.00	\$550.00	0.00%	Per Day
Includes equipment, set-up, testing, data allowance and operator for duration						
Package B	\$1,150.00	\$1,045.45	\$104.55	\$1,150.00	0.00%	Per Day
Includes Package A plus live screen shots from other venues, plus additional staff, cameras and leads						
Package C	\$375.00	\$340.91	\$34.09	\$375.00	0.00%	Per Event
Includes recording of live event and web feeds, 3 hours of editing, media and equipment. (Staff/operator not included)						

### Venue Set Up Items

Theatre PA	\$100.00	\$100.00	\$10.00	\$110.00	10.00%	Per Hire
Dance Floor (Tarkett)	\$180.00	\$181.82	\$18.18	\$200.00	11.11%	Per Hire
Theatre Forestage / Pit	\$385.00	\$350.00	\$35.00	\$385.00	0.00%	Per Hire
Radio Microphone – Hand held OR lapel	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Day
Radio Microphone – Headset (Radio Mic + DPA Microphone)	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Day
Data Projector – Meeting Rooms & Studio	\$150.00	\$136.36	\$13.64	\$150.00	0.00%	Per Day
Data Projector + Screen – Theatre	\$310.00	\$281.82	\$28.18	\$310.00	0.00%	Per Day
Small PA	\$50.00	\$72.73	\$7.27	\$80.00	60.00%	Per Day
Corded Microphone & Speaker						
Medium PA	\$100.00	\$118.18	\$11.82	\$130.00	30.00%	Per Day
Includes corded microphone (and lectern where required), CD player, mixing desk, left & right speakers and small stage						
Large PA	\$165.00	\$181.82	\$18.18	\$200.00	21.21%	Per Day
Includes 1 x radio microphone, 1 x corded microphone (and lectern where required), 2 CD players, mixing desk, left & right speakers, 2 foldback sends. Requires operator at relevant hourly staff charges						
Colour Filters for Lighting	\$22.00	\$20.00	\$2.00	\$22.00	0.00%	Per 1/2 Sheet
Non standard lighting rig						
Lectern with Microphone (Wired)	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Day

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### Venue Set Up Items [continued]

Screen (8ft x 12ft)	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Day
Other Miscellaneous Technical or Event Items					By negotiation	
Subject to equipment & availability						
Arcus Picture Hanging System	\$200.00	\$181.82	\$18.18	\$200.00	0.00%	Per Hire
Preview Monitor	\$20.00	\$18.18	\$1.82	\$20.00	0.00%	Per Day
White Board					No charge	
Laser Pointer	\$11.00	\$10.00	\$1.00	\$11.00	0.00%	Per Hire
Presentation Mouse	\$16.50	\$15.00	\$1.50	\$16.50	0.00%	Per Hire
Orchestral Chairs					No charge	
40 available						
Music Stands					No charge	
50 available (short & tall)						
Grand Piano – Yamaha C7	\$300.00	\$272.73	\$27.27	\$300.00	0.00%	Per Hire
Does not include Tuning						
Digital Piano – Clarinova Baby Grand	\$150.00	\$136.36	\$13.64	\$150.00	0.00%	Per Hire
Piano Tuning	\$210.00	\$190.91	\$19.09	\$210.00	0.00%	Per Request
Rostrum / Risers	\$10.00	\$9.09	\$0.91	\$10.00	0.00%	Per Unit Per Hire
10 units available for hire						
Mirror Ball	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hire
Smoke / Haze Machine	\$75.00	\$68.18	\$6.82	\$75.00	0.00%	Per Hire
Round Table Cloths (White)	\$4.00	\$3.64	\$0.36	\$4.00	0.00%	Each
Rectangle Table Cloths (Charcoal, fitted)	\$6.50	\$5.91	\$0.59	\$6.50	0.00%	Each
Laptop	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Unit Per Day
2 units available for hire (running Windows 7)						
Apple MAC	\$100.00	\$90.91	\$9.09	\$100.00	0.00%	Per Unit Per Day
2 units available for hire						
Modem	\$50.00	\$45.45	\$4.55	\$50.00	0.00%	Per Modem Per Day
240v Power (Podium)	\$37.00	\$36.36	\$3.64	\$40.00	8.11%	Per Day
Requires Technician to provide access. All leads must be tested and tagged.						
3-Phase Power (Loading Dock)	\$74.00	\$72.73	\$7.27	\$80.00	8.11%	Per Day
Requires Technician to provide access. All leads must be tested and tagged.						

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### Video Recording Packages

Event/Show Recording for Archival Purposes	\$250.00	\$227.27	\$22.73	\$250.00	0.00%	Per Event/Show
1 x camera and audio feed, no editing						
Event/Show Recording for Full Show Quality	\$300.00	\$272.73	\$27.27	\$300.00	0.00%	Per Event/Show
2 x cameras, audio feed, no editing. This service requires an operator for the show call which will be an additional charge at the published hourly rate.						
Staff charges would be per day for the duration of the event if recording required on multiple days.						
Recording for a Conference or Symposium	\$350.00	\$318.18	\$31.82	\$350.00	0.00%	Per Day/Session
3 x cameras, including Go Pro on lectern, audio feed, no editing. This service requires an operator for the event duration which will be an additional charge at the published hourly rate.						
Staff charges would be per day for the duration of the event if recording required on multiple days.						
Editing Services (for Recordings Produced by Glasshouse)	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hour
DVD Production (for recordings produced by the Glasshouse)	Price on Application					Per DVD

### Transaction Fees

Glasshouse Membership Program Fee – Adult	\$49.00	\$44.55	\$4.45	\$49.00	0.00%	Each
Glasshouse Membership Program Fee – Adult Couple	\$0.00	\$71.82	\$7.18	\$79.00	∞	Per Couple
Glasshouse Membership Program Fee – Concession/Under 21/Student	\$44.00	\$40.00	\$4.00	\$44.00	0.00%	Each
Proof of age/concession required						
Glasshouse Membership Program Fee – Concession/Under 21/Student – Couple	\$0.00	\$67.27	\$6.73	\$74.00	∞	Each
Proof of age/concession required						
Internet Transaction Fee	\$3.00	\$3.18	\$0.32	\$3.50	16.67%	Per Transaction
Inclusive of postage fee when tickets are purchased more than 14 days prior to the event.						
Counter Transaction Fee	\$3.00	\$2.73	\$0.27	\$3.00	0.00%	Per Transaction
Telephone Transaction Fee	\$5.00	\$5.00	\$0.50	\$5.50	10.00%	Per Transaction
Inclusive of postage fees when tickets are purchased more than 14 days prior to the event.						
Member Transaction Fee	No Charge - Available to current Glasshouse members (excludes online fees)					Per Transaction
Ticket Re-issue Fee (non-members)	\$1.00	\$0.91	\$0.09	\$1.00	0.00%	Per Ticket
Ticket Re-issue Fee (members)	No Charge					Per Ticket
Exchange Fee (non-members)	\$1.00	\$0.91	\$0.09	\$1.00	0.00%	Per Ticket
Exchange Fee (members)	No Charge					Per Ticket



Name	Year 18/19 Last YR Fee (incl. GST)	Year 19/20		Increase %	Unit
		Fee (excl. GST)	GST		

### Transaction Fees [continued]

Administration Fee	\$5.00	\$4.55	\$0.45	\$5.00	0.00%	Per Transaction
Postage Fee	\$2.00	\$1.82	\$0.18	\$2.00	0.00%	Per Transaction
Membership Processing Fee					No charge	Per Transaction
Applicable for counter and telephone membership sales. Online membership sales incur standard internet transaction fees						
Donations Processing Fee					No charge	Per Transaction

### Booking Fees

Ticket Price \$0.01 – \$20.00	\$2.00	\$1.82	\$0.18	\$2.00	0.00%	Per Ticket Printed
Ticket Price \$20.01 – \$50.00	\$3.50	\$3.18	\$0.32	\$3.50	0.00%	Per Ticket Printed
Ticket Price \$50.01 – \$75.00	\$4.50	\$4.09	\$0.41	\$4.50	0.00%	Per Ticket Printed
Ticket Price \$75.01 – \$100.00	\$5.50	\$5.00	\$0.50	\$5.50	0.00%	Per Ticket Printed
Ticket Price \$100.01 +	Price on application - From \$6.00					POA
Cancellation Fee Ticket Price \$0.01 – \$20.00	\$2.00	\$1.82	\$0.18	\$2.00	0.00%	Per Ticket
Cancellation Fee Ticket Price \$20.01 – \$50.00	\$3.50	\$3.18	\$0.32	\$3.50	0.00%	Per Ticket
Cancellation Fee Ticket Price \$50.01 – \$75.00	\$4.50	\$4.09	\$0.41	\$4.50	0.00%	Per Ticket
Cancellation Fee Ticket Price \$75.01 – \$100.00	\$5.50	\$5.00	\$0.50	\$5.50	0.00%	Per Ticket
Cancellation Fee Ticket Price \$100.01 +	Price on application - From \$6.00					POA
Complimentary Tickets	\$1.00	\$0.91	\$0.09	\$1.00	0.00%	Per Ticket
Bulk Ticket Print	\$1.50	\$1.36	\$0.14	\$1.50	0.00%	Per Ticket
Returned Bulk Tickets	\$0.50	\$0.45	\$0.05	\$0.50	0.00%	Per Returned Ticket
External Ticketing Event Set-up Fee	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Booking
This will be redeemable to the promoter after the sale of 25 tickets.						
Ticketing Event Amendment Fee	\$55.00	\$50.00	\$5.00	\$55.00	0.00%	Per Hour
Relates to changes in event ticketing requirements post on sale date						
Transport Tickets	\$10.00	\$9.09	\$0.91	\$10.00	0.00%	Per Booking
Maximum of 6 tickets						
Miscellaneous Ticket / Merchandise Packages					Price on Application	Per Ticket
Event and Conference Registration					Price on Application	Per Delegate

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		Fee (excl. GST)	GST		

## Visitor Information Centre

### *Miscellaneous*

Glasshouse Brochure Display Program	\$250.00	\$227.27	\$22.73	\$250.00	0.00%	Each
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### *Accommodation*

Booking Commission				10% of booking		Per Booking
Cancellation – Within 7 days prior to arrival				Non refundable		Per Booking

### *Tour Bookings*

Booking Commission				10% of booking		Each
Cancellation – Within 7 days prior to departure – unless tour is cancelled by the operator				Non refundable		Per Booking