



GLASSHOUSE PORT MACQUARIE

Schedule of Fees and Charges

2026 – 2027



GLASSHOUSE PORT MACQUARIE



PORT MACQUARIE
HASTINGS COUNCIL

A facility of Port
Macquarie-Hastings
Council

GLASSHOUSE PORT MACQUARIE

Refer also to Conditions of Hire (available on website www.glasshouse.org.au) Refer to Appendix 10

NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Performance Spaces

Full Theatre Hire (hire per performance or event)	\$400.00	\$40.00	\$440.00	Per hour
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As per standard rates as costed or 12% of Gross Box Office taking (whichever is the greater). Includes A/C, cleaning, access to standard in-house lighting, 1 x Venue Supervisor and 1 x Theatre Technician.

4 hour minimum hire.

Theatre Hire Stalls Only	\$354.55	\$35.45	\$390.00	Per hour
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Includes A/C, cleaning, access to standard in-house lighting, 1 x Venue Supervisor and 1 x Theatre Technician.

4 hour minimum hire.

Theatre Hire Rehearsal Rate (per hour)	\$318.18	\$31.82	\$350.00	Per hour
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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/Public Events	\$118.18	\$11.82	\$130.00	Per hour
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Includes A/C, cleaning, access to standard in-house lighting and sound rig, 1 x Venue Supervisor.

4 hour minimum hire.

Ross Family Studio Hire Bare Walls Hire combined with Theatre Hire – Flat rate of \$200, then \$40/hr thereafter	\$181.82	\$18.18	\$200.00	\$200 Flat Rate + \$40 Per Hour
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Includes electricity, A/C, cleaning and event support staff. Room set to client specifications.

4 hour minimum hire.

Ross Family Studio Hire (Full Day) – Meeting Only During Business Hours, Monday to Friday 9am – 5.00pm	\$381.82	\$38.18	\$420.00	Full Day
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Includes electricity, A/C, cleaning, table, chairs. AV Operator pre rig, set OR operation at additional cost.

Full Day (max 8 hours).

Glasshouse Podium Hire Package (Charge is Per Hour)	\$68.18	\$6.82	\$75.00	Per Hour
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Includes 1 x Venue Supervisor for the duration of the booking. Hire and set up of equipment (up to 20 chairs, music stands, power cables) and access to 240v power (space is subject to availability).

Minimum 3 hour hire.

Glasshouse Podium Hire Only (Charge is Per Hire)	\$59.09	\$5.91	\$65.00	\$65.00 Flat Rate Per Hire
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No event staff, equipment or power included (space is subject to availability).

Kiosk (self service) access to power available at extra charge.

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Performance Spaces (cont)

Conference Spaces

Meeting Room 1 OR 2 Hire (Full Day)	\$227.27	\$22.73	\$250.00	Full Day
Includes electricity, A/C, cleaning, tables, chair and Wi-Fi Maximum 8 hours.				
Meeting Room 1 OR 2 Hire – After Hours* (0 – 70 people, after business hours access inclusive of 1 staff).	\$90.91	\$9.09	\$100.00	Per Hour
*After Hours = 5pm - 11pm weekdays or 9am - 11pm weekends. Staff surcharges apply weekends, Public Holidays and after 11pm. Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Minimum 3 hours / price per hour.				
Meeting Room 1 and 2 Combined Hire (Half Day)	\$272.73	\$27.27	\$300.00	Half Day
Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 4 hours.				
Meeting Room 1 and 2 Combined Hire (Full Day)	\$363.64	\$36.36	\$400.00	Full Day
Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 8 hours.				
Meeting Room 1 and 2 Combined Hire – After Hours* (71 – 140 people, after business hours access inclusive of 1 staff).	\$109.09	\$10.91	\$120.00	Per Hour
*After Hours = 5pm - 11pm weekdays or 9am - 11pm weekends. Staff surcharges apply weekends, Public Holidays and after 11pm. Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Minimum 3 hours / price per hour.				
Art Lab Room Hire – Full Day (Not available after hours)	\$181.82	\$18.18	\$200.00	Full Day
Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 8 hours.				
Boardroom 1 Hire (Level 2) – Full Day	\$172.73	\$17.27	\$190.00	Full Day
10-12 people maximum. Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 8 hours.				
Boardroom 2 (Level 2) – Full Day	\$145.45	\$14.55	\$160.00	Full Day
8 people maximum. Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 8 hours.				
Boardroom 3 (Level 2) – Full Day	\$100.00	\$10.00	\$110.00	Full Day
6 people maximum, Includes electricity, A/C, cleaning, tables, chairs and Wi-Fi. Maximum 8 hours.				

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Conference Spaces (cont)

Regional Gallery Hire (Top Floor OR Ground Floor)	\$136.36	\$13.64	\$150.00	Per Hour
<i>Access to floor space subject to availability and exhibition restrictions - any set up required will be charged at applicable staff and equipment rates.</i> <i>3 hour minimum hire. Subject to availability.</i>				
Foyer Hire (for event)	\$136.36	\$13.64	\$150.00	Per Hour
<i>Access to floor space - any set up required will be charged at applicable staff and equipment rates.</i> <i>3 hour minimum hire.</i>				
Foyer Hire (for set up by Hirer)	\$68.18	\$6.82	\$75.00	Per Hour
<i>Access to floor space by Hirer - any equipment set up required will be charged at applicable staff and equipment rates.</i> <i>1 hour minimum hire.</i>				
AV Package (Mezzanine Foyer)	\$318.18	\$31.82	\$350.00	Per Day
<i>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).</i>				
Whole of Venue: Includes access to Theatre, Studio, Meeting Room 1 & 2, Small Function Room, Mezzanine Foyer, 3 x staff	By quotation			Per Day
<i>Subject to availability.</i>				
Additional dressing room activation (conference spaces activated)	\$181.82	\$18.18	\$200.00	Per Day
<i>Only available when combined with theatre hire.</i> <i>Includes electricity, A/C, cleaning.</i>				

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 – Friday)	\$60.91	\$6.09	\$67.00	Per Hour
Venue Supervisor / Technician / Duty Manager / Gallery Technician (Saturday)	\$70.00	\$7.00	\$77.00	Per Hour
Usher / Tour Guide / Merchandise Seller (Monday – Friday)	\$56.36	\$5.64	\$62.00	Per Hour
Usher / Tour Guide / Merchandise Seller (Saturday)	\$65.45	\$6.55	\$72.00	Per Hour
Venue Supervisor / Technician / Duty Manager / Gallery Technician (Sunday)	\$79.09	\$7.91	\$87.00	Per Hour
Usher / Tour Guide / Merchandise Seller (Sunday)	\$74.55	\$7.45	\$82.00	Per Hour

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Staff Rates (cont)

Venue Supervisor / Technician / Duty Manager / Gallery Technician (Public Holiday)	\$120.91	\$12.09	\$133.00	Per Hour
Usher / Tour Guide / Merchandise Seller (Public Holiday)	\$120.91	\$12.09	\$133.00	Per Hour
Event Administration (Marketing, Box Office, Event Service, Customer Service (Mon-Fri))	\$68.18	\$6.82	\$75.00	Per Hour

Miscellaneous Fees

Function Package	By quotation			
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Customised Package.

Venue Marketing Package	\$200.00	\$20.00	\$220.00	Per Package
Marketing Services	By quotation			
Photography Packages (access to non-public venues)	By quotation			
Wedding Ceremony Packages	By quotation			
Merchandising	10% of total sales. Fixed Percentage			

Commission on any goods sold within the premises.

Merchandise Report Late Fee	\$454.55	\$45.45	\$500.00	
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May be applied if merchandise report is not supplied at the completion of an event.

Technical Specifications Late Fee	\$45.45	\$4.55	\$50.00	Per Day
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Event Cancellation Fees

0-14 days prior to event start date	100% of total event charges			N
15-29 days prior to event start date	50% of total event charges			N
30-90 days prior to event start date	25% of total event charges			N
More than 90 days prior to event start date (in addition to any costs already incurred)	\$272.73	\$27.27	\$300.00	N

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Live Stream Packages

Specialised Web Streaming & Recording Technology for Online/Live Video Conferencing. Available in Theatre and Studio Performance spaces only.

Package A. Up to 100 attendees.	\$236.36	\$23.64	\$260.00	Per Day
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Includes equipment, set up/down, testing, data allowance and livestream platform. Technician to operate is an additional charge at published hourly rate.

Package B. Available for 100+ attendees.	By quotation			
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Audio Visual Conference Packages

Available in the Boardrooms and Meeting Room spaces only

Video Conferencing Package	\$227.27	\$22.73	\$250.00	Per Day
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Includes data projector, laptop, Wi-Fi, TV, web cam, NT5 microphone, headphone jack adaptor and Zoom to one or more locations.

Audio Conferencing Package	\$136.36	\$13.64	\$150.00	Per Day
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Includes laptop, Wi-Fi, NT5 microphone, headphone jack adaptor and Zoom to one or more locations.

Venue Set Up Items

Theatre PA	\$109.09	\$10.91	\$120.00	Per Hire
Studio PA	\$72.73	\$7.27	\$80.00	Per Hire
Dance Floor (Tarkett) Theatre	\$190.91	\$19.09	\$210.00	Per Hire
Dance Floor (Tarkett) Studio	\$72.73	\$7.27	\$80.00	Per Hire
Show Relay Setup (1-2 Venues)	\$59.09	\$5.91	\$65.00	Per Hire
Show Relay Set Up (3 or More Venues)	\$90.91	\$9.09	\$100.00	Per Hire
Theatre Forestage / Pit	\$381.82	\$38.18	\$420.00	Per Hire
Radio Microphone – Hand held OR lapel	\$50.00	\$5.00	\$55.00	Per Day
Radio Microphone – Headset (Radio Mic + DPA Microphone)	\$90.91	\$9.09	\$100.00	Per Day
Data Projector – Meeting Rooms & Studio	\$136.36	\$13.64	\$150.00	Per Hire
Data Projector + Screen – Theatre	\$281.82	\$28.18	\$310.00	Per Hire
Small PA	\$72.73	\$7.27	\$80.00	Per Day

Corded Microphone & Speaker

Medium PA	\$118.18	\$11.82	\$130.00	Per Day
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Includes corded microphone (and lectern where required), CD player, mixing desk, left & right speakers and small stage.

Large PA	\$181.82	\$18.18	\$200.00	Per Day
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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.

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Venue Set Up Items (cont)

Colour Filters for Lighting	\$20.00	\$2.00	\$22.00	Per Half Sheet
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Non standard lighting rig

Lectern with Microphone (Wired)	\$50.00	\$5.00	\$55.00	Per Day
Red Carpet	\$45.45	\$4.55	\$50.00	Per Hire
Screen (8ft x 12ft)	\$90.91	\$9.09	\$100.00	Per Day
Other Miscellaneous Technical or Event Items	By negotiation			

Subject to equipment & availability.

Arcus Picture Hanging System	\$181.82	\$18.18	\$200.00	Per Hire
Preview Monitor	\$22.73	\$2.27	\$25.00	Per Day
Grand Piano – Yamaha C7	\$254.55	\$25.45	\$280.00	Per Hire

Does not include Tuning.

Digital Piano – Clavinova	\$136.36	\$13.64	\$150.00	Per Hire
Piano Tuning	\$254.55	\$25.45	\$280.00	Per Request
Rostrum / Risers	\$18.18	\$1.82	\$20.00	Per Unit Per Hire

10 units available for hire.

Mirror Ball	\$54.55	\$5.45	\$60.00	Per Hire
Smoke / Haze Machine	\$72.73	\$7.27	\$80.00	Per Day
Banquet Linen	By quotation			

(Table cloths, napkins, chair covers)

Conference Linen	\$6.82	\$0.68	\$7.50	Each
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(Black/Grey tablecloths)

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Venue Set Up Items (cont)

Laptop	\$90.91	\$9.09	\$100.00	Per Unit Per Day
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2 units available for hire

Apple MAC	\$90.91	\$9.09	\$100.00	Per Unit Per Day
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2 units available for hire

WiFi	\$45.45	\$4.55	\$50.00	Per Modem Per Day
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Light It Up Package	\$100.00	\$10.00	\$110.00	
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240v Power (Podium)	\$45.45	\$4.55	\$50.00	Per Day
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Kiosk (self service) power only available for events located on the Glasshouse Podium.

3-Phase Power (Loading Dock)	\$90.91	\$9.09	\$100.00	Per Day
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Requires Technician to provide access. All leads must be tested and tagged.

Multi-track recording	\$90.91	\$9.09	\$100.00	Each
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Transaction Fees

Glasshouse Membership Program Fee – Adult	\$50.00	\$5.00	\$55.00	Each
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Glasshouse Membership Program Fee – Adult Double	\$77.27	\$7.73	\$85.00	Per Couple
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Glasshouse Membership Program Fee – Conc/Under 21/Student	\$45.45	\$4.55	\$50.00	Each
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Proof of age/concession required.

Internet Transaction Fee	\$3.18	\$0.32	\$3.50	Per Transaction
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Inclusive of postage fee when tickets are purchased more than 14 days prior to the event.

Counter Transaction Fee	\$3.18	\$0.32	\$3.50	Per Transaction
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Telephone Transaction Fee	\$5.45	\$0.55	\$6.00	Per Transaction
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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
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Ticket Re-issue Fee (non-members)	\$3.18	\$0.32	\$3.50	Per Ticket
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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Transaction Fees (cont)

Exchange Fee (non-members)	\$3.18	\$0.32	\$3.50	Per Transaction
Administration Fee	\$4.55	\$0.45	\$5.00	Per Transaction

Applicable for counter and telephone membership sales.

Online membership sales incur standard internet transaction fees.

Transaction fees are non-refundable

Donations Processing Fee	No Charge			Per Transaction
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Booking Fees

Ticket Price \$0.01 – \$25.00	\$3.18	\$0.32	\$3.50	Per Ticket
Ticket Price \$25.01 – \$50.00	\$4.09	\$0.41	\$4.50	Per Ticket
Ticket Price \$50.01 – \$75.00	\$5.00	\$0.50	\$5.50	Per Ticket
Ticket Price \$75.01 – \$100.00	\$5.91	\$0.59	\$6.50	Per Ticket
Ticket Price \$100.01 +	Price on application - From \$7.50			POA
Cancellation Fee Ticket Price \$0.01 – \$25.00	\$3.18	\$0.32	\$3.50	Per Ticket
Cancellation Fee Ticket Price \$25.01 – \$50.00	\$4.09	\$0.41	\$4.50	Per Ticket
Cancellation Fee Ticket Price \$50.01 – \$75.00	\$5.00	\$0.50	\$5.50	Per Ticket
Cancellation Fee Ticket Price \$75.01 – \$100.00	\$5.91	\$0.59	\$6.50	Per Ticket
Cancellation Fee Ticket Price \$100.01 +	Price on application - From \$7.50			POA
Complimentary Tickets	\$0.91	\$0.09	\$1.00	Per Ticket
Bulk Ticket Print	\$1.36	\$0.14	\$1.50	Per Ticket
Returned Bulk Tickets	\$0.45	\$0.05	\$0.50	Per Returned Ticket
External Ticketing Event Set-up Fee	\$68.18	\$6.82	\$75.00	Per Booking

This will be redeemable to the promoter after the sale of 25 tickets.

Ticketing Event Amendment Fee	\$68.18	\$6.82	\$75.00	Per Hour
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Relates to changes in event ticketing requirements post on sale date.

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NAME	Fee (ex GST)	GST	Fee (inc GST)	Unit
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Booking Fees (cont)

Transport Tickets	\$18.18	\$1.82	\$20.00	Per Booking
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Maximum of 6 tickets

Miscellaneous Ticket / Merchandise Packages	Price on Application			Per Ticket
Event and Conference Registration	Price on Application			Per Delegate

Visitor Information Centre

Miscellaneous

Glasshouse Brochure Display Program	\$227.27	\$22.73	\$250.00	Each
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Appendices

Appendix 9 – Glasshouse

- After Hours = 5.00pm - 11 pm weekdays.
- Staff surcharges apply on Saturdays, Sundays, Public Holidays and after 11 pm.
- Full Theatre = Stalls seating + Balcony seating.
- Studio Bare Walls = This mode only available when combined with Theatre Hire. No seating, fluorescent performance mode lighting, audio, or staff are included. Includes access, cleaning & electricity.
- Whole of Venue = Price on Application. Includes access to the Theatre, Studio, Meeting Rooms 1 & 2, Boardrooms 1, 2 & 3, Mezzanine Foyer, (excludes Art Lab and Regional Gallery Spaces). Staff charges to set-up and pack down at additional charge and based on event requirements in consultation with Glasshouse staff. Does not include Public Holidays, after 11 pm or Audio-Visual services & equipment.
- Subject to the size, scale, duration and utilisation of Glasshouse services individual commercial agreements for significant non-performance and business events/conferences can be negotiated by the General Manager (or delegate).

Glasshouse Discounted Rates

- 50% discount is available to incorporated not-for-profit groups, incorporated community groups, registered charities and schools. Eligibility is limited to organisations that are based in the Port Macquarie-Hastings local government area. Proof of Incorporation, ABN and registrations must be provided. Please note the 50% discount only applies to venue hire between Monday and Thursday inclusive (i.e. not including Friday, Saturday or Sunday) unless otherwise noted below.
- In addition, not-for-profit groups and community groups must have a form of organisational permanence, be non-government; and not be operating for the profit or gain of its individual members. The Venue Manager, Glasshouse will have responsibility for determining the eligibility status of groups.
- Discounted rates only to apply to the following fees and charges categories (with all other fees and charges to be charged as per commercial rates, such as staff rates):
 - Theatre Hire
 - Studio Hire - discount available 7 days per week, subject to availability Meeting Room Hire
 - Art Lab Hire
 - Boardrooms 1, 2 and 3
 - Podium - discount available 7 days per week, subject to availability Other Venue Hire
 - Venue Set Up and audio-visual items (equipment only)
- 30% discount is available for Studio hire only to local performing arts organisations and local performance artists. Eligibility is limited to organisations and artists that are based in the Port Macquarie-Hastings local government area. "Local" is defined as organisation having a principal place of business and artists having a principal place of residence (not being a PO Box) that is located in the Port Macquarie-Hastings local government area, and that the organisation/artist has operated/resided within the Port Macquarie-Hastings local government area for a minimum period of three (3) months.
- Please note - Organisations that receive financial assistance from Port Macquarie-Hastings Council through any other program, including but not limited to: Community Grants, Fee Waivers, or Sponsorship are not eligible for Glasshouse venue discounts.
- All organisations approved for a Glasshouse discount must acknowledge Port MacquarieHastings Council as an event sponsor in their marketing materials. This includes the use of the official PMHC logo across both digital and printed promotional content.
- The onus is on the performing arts organisation and performance artist to provide the necessary supporting evidence.
- Please contact the Glasshouse Event Services Team for a comprehensive quote tailor made to suit your event requirements.
- A 30% discount is available for the Visitor Information Centre - Glasshouse Brochure Display Program, exclusively for members of the Greater Port Macquarie Tourism Association. Eligibility is limited to tourism businesses and organisations that are based in the Port Macquarie-Hastings local government area. The onus is on the tourism business or organisation to provide the Glasshouse with the necessary supporting evidence and marketing materials.