

MELBOURNE
RECITAL
CENTRE

Presenter Guide

melbournerecital.com.au

Welcome

Welcome to Melbourne Recital Centre. As a valued presenter we want to do all we can to ensure you have a successful event in our venue. This guide provides an overview of what it means to present an event at the Centre and serves as a great starting point for first-time presenters, or as a way for returning presenters to refamiliarise themselves with our services.

Of course if you can't find exactly what you're looking for or if you need further clarification, we're contactable by email or phone. If you haven't yet been introduced to your Concert & Event Manager, the Venue Hire team are your first port of call. Contact details can be found below.

We look forward to welcoming you into the Centre soon.

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Contact

All enquiries can be directed to the Venue Hire team:

(p) +61 (0)3 9207 2646

(e) venuehire@melbournerecital.com.au

Timeline

Below is a timeline of the full venue hire process at Melbourne Recital Centre, from contract to settlement.

3-12 months out	Secure a date <ul style="list-style-type: none">• Confirm your event date• Provide technical rider if available• Sign a Venue Hire Agreement• Pay your Deposit Invoice
2-12 months out	Get on sale <ul style="list-style-type: none">• Complete your Ticketing & Marketing Form to get your event page published online and tickets on sale. This is required at least five business days prior to your first announcement or on-sale date.• Let us know if you need a consignment of tickets to sell yourself or through another platform. See the Consignments & Buy-Outs document for details.
2-3 months out	Confirm your event requirements <ul style="list-style-type: none">• We will assign your Concert & Event Manager, who will work through all event requirements with you.• Complete your Event Requirements Form.• Complete an Event Risk Assessment if required.• Receive your event Cost Estimate.
1-3 months out	Market your event <ul style="list-style-type: none">• Put your own marketing plan into action.• Request additional marketing support using our Marketing Services Guide.• Speak with our Ticketing Services Manager or Digital Marketing Coordinator if you have questions or need assistance.
0-2 weeks out	Notify us of any changes <ul style="list-style-type: none">• Let your Concert & Event Manager know of any changes as they arise.• If you have sold a consignment of tickets, please supply all sales information by 4pm on the business day prior to your event. Return any tickets that are unsold to our Box Office for sale on the day.
Event day	Carry out the event <ul style="list-style-type: none">• Your Concert & Event Manager or a Centre appointed Stage Manager will oversee the delivery of your event.
Post-event	Settle the event <ul style="list-style-type: none">• We aim to provide your final Settlement Statement within 10 business days of the event and transfer any owed funds within the next five business days.

Indigenous Protocols

Melbourne Recital Centre acknowledges the Traditional Custodians of the lands on which we work, live and learn. We pay our respects to people of the Kulin Nation, their Elders past, present and emerging, and to our shared future.

Reconciliation Action Plan

The Centre has a [Reconciliation Action Plan](#), endorsed by Reconciliation Australia. Our vision for reconciliation is of a culture of equity, respect, recognition and celebration of First Nations peoples, cultures, histories and contributions.

Acknowledgment of Country

An **Acknowledgement of Traditional Owners** can be given by anyone and is a way of showing awareness of, and respect for, the Aboriginal Traditional Owners of the land on which a meeting or event is being held.

Example of an Acknowledgement to Country:

'I acknowledge the Traditional Owners of the land on which we are gathered. I pay my respects to people of the Kulin nation, their Elders past, present and emerging and to all Aboriginal and Torres Strait Islander People who may be here today.'

Welcome to Country

A **Welcome to Country** ceremony is performed by Aboriginal Traditional Owners for people visiting their Country. These ceremonies vary from speeches of welcome to traditional dance and smoking ceremonies.

Please note advice from Creative Victoria 10 September 2019:

'Melbourne Recital Centre currently sits on contested land and there are three potential traditional owner groups - The Bunurong Land Council, The Boon Wurrung Foundation and the Wurundjeri Land Council all with traditional owner claims.'

Given this Creative Victoria recommends that organisations only undertake Acknowledgements of Country. The only exception is if all Traditional Owner groups undertake the Welcome to Country together. Learn more [here](#).



Dulka Warngiid (Land of All), designed by Sally Gabori, Amy Loogatha, Netta Loogatha, †M.M., Dawn Naranatjil, Paula Paul and Ethel Thomas, and woven by Sue Batten, Amy Cornall and Rebecca Moulton of the Australian Tapestry Workshop.

Safety & Wellbeing

Presenter Expectations

The Centre is one of Australia's finest concert venues. Opened in 2009, we recently celebrated 10 years of outstanding music and performances. We expect a high level of experience and professionalism from all presenters we work with, as well as a clear understanding of our policies and procedures.

Please ensure the following:

- You and your team have the knowledge and experience required to present an event in a large venue.
- You can cover the cost of the event before any income is released to you, including the **basic hiring fee** should you cancel.
- You can provide **ticketing and marketing information** at least **five business days prior** to your on-sale date, and **25 business days prior** to your event date.
- You can provide all technical and scheduling information as requested by your **Concert & Event Manager** at least **four weeks** prior to your event.

Respectful Workplace Policy

The Centre is a **respectful workplace**. We aim to provide the best possible working environment for the people we work with and anyone who enters our spaces. Please ensure you have read our [Respectful Workplace Statement](#), which outlines our position, expectations and how to report any instances of inappropriate behavior.

Health & Safety



We are committed to ensuring a safe environment for everyone and have developed a **Health & Safety Plan**. All visitors to the Centre are asked to be mindful of health and safety issues and to report any concerns or injuries to Centre staff or **Stage Door** immediately. For further details, refer to our [Workplace Health & Safety Policy](#).

Event Risk Assessment

Depending on your event requirements, you may be asked to provide an **Event Risk Assessment**. Your **Concert & Event Manager** can assist with this.

Children & Young People

All **children and young people** engaging with the Centre have a right to feel safe and be safe, respected, valued and protected from harm. Please read our [Child Safe Policy](#) for details on how we manage and reduce the risk of harm to children and young people engaging with the Centre.

Ticketing

Ticketing Builds/Setup

Ticketing for your event is set up according to the information you supply on your **Ticketing & Marketing Form** (available on request by emailing venuehire@melbournerecital.com.au). We require a minimum of **five business days** from the receipt of your completed form before being able to put your event on sale. Your event cannot go on sale until we have received your signed **Venue Hire Agreement** and **Deposit Invoice**.

Once ticketing for your event has been set up, please liaise directly with our [Ticketing Services Manager](#) for all specific ticketing requirements.

Fees & Charges

Ticketing service fees are listed in the Key Terms section of your **Venue Hire Agreement** and in the **Ticketing Fees & Charges** document.

Announcement, Pre-sale & On-sale Dates



You will be asked to indicate your preference for **announcement, pre-sale** and **on-sale dates**. Please note that these are subject to availability.

In most cases, events will go live after **11am** to ensure our Box Office staff are available to process sales. We may be able to facilitate an earlier on-sale time if required; however, any additional **Box Office staff** will be on-charged.

The **announcement date** means the date you wish to start publicising your event and is the date your event will be made live on our website.

A **pre-sale date** is only required if you would like to give priority access to a specific group of people ahead of your official on-sale date.

Buying Tickets

Tickets can be purchased via the following channels:

Online: melbournerecital.com.au

Phone: 03 9699 3333

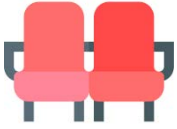
In person: Melbourne Recital Centre Box Office

Cnr Southbank Blvd & Sturt St

Southbank VIC 3006

(Mon-Fri 11am-5pm and two hours prior to events)

Seating Capacity



Elisabeth Murdoch Hall is a fully ticketed reserved seating venue with capacity for 1000 patrons. Please note the following holds:

- **House seats:** eight seats
- **Wheelchair and companion:** eight seats
- **Treads/steps onto stage:** four seats per side
- **Stage extension:** 95 seats
- **Technical desk:** 12-24 seats depending on requirements
- **Camera positions:** 2-4 per camera position depending on requirements

Primrose Potter Salon offers a flexible space and seating layout. We have three standard layouts that we offer as follows:

- **Theatre style** (rows): maximum capacity 136 seats (amplified)/140 seats (acoustic)
- **In-the-round** (U-shape): maximum capacity 136 seats (amplified)/140 seats (acoustic)
- **Cabaret** (small tables): maximum capacity 112 seats

Primrose Potter Salon functions best with general admission seating. Please note the following holds:

- **House seats:** 2 seats
- **Technical Desk:** 4-8 seats depending on requirements. Any technical requirements such as sound, lighting or the need for a larger performance space will impact on your capacity.

Please contact the **Venue Hire team** for maps of our standard room layouts.

Ticketing Representative

To avoid confusion, we ask that you designate one primary **Ticketing Representative** to deal with all your ticketing requests. Please ensure the representative introduces themselves to our **Ticketing Services Supervisor** at the **Box Office** in our Ground Floor Foyer prior to your event.

Ticket Sales Reports

Please indicate on your **Ticketing & Marketing Form** whether you would like to receive a **Ticket Sales Report** on a daily, weekly or monthly basis. These reports are emailed to your **Ticketing Representative** once sales commence.

Ticket Exchange & Refunds

The Centre's standard conditions of sale are no **refunds, exchanges** or **cancellations** for ticket sales, except as required by law or as specified by you.

You can indicate on your **Ticketing & Marketing Form** whether you would like our Box Office to facilitate **exchanges** and/or **refunds**. Please note that a small **administrative charge**, payable by the customer, will apply.

For any **cancelled** or **rescheduled events**, a sum equivalent to the ticket's **booking fee** will be charged to the presenter for all refunded tickets. Credit settlement fees still apply.

Discounts & Concessions

We recommend facilitating a **concession price type** for those with government-issued pension cards and carer cards, and a **student price type** for full-time students.

You may also wish to extend **discounted tickets** to:

- **Melbourne Recital Centre Members**
The Centre has 1400+ members. Typically a 10% discount is offered.
- **Group bookings**
Typically groups of 10 or more are offered a 15% discount.
- **Your own discounts or special offers**
This may include specific groups such as your staff or subscribers.

Please include details on your **Ticketing & Marketing Form**.

Complimentary Tickets & Holds



You can indicate on your **Ticketing & Marketing Form** if there are any seats you would like to hold from public sale for your own use. You will need to confirm the details by **4pm on the business day prior** to your event by sending through a list with each guest's first name, last name and allocation.

All guests attending the event require tickets to gain entry. Tickets issued as complimentary cannot be sold. Please see the [Consignments & Buy-Outs document](#) for eligibility and further details.

We recommend that all tickets are distributed from the Centre's Box Office. However if you have a large number of complimentary tickets, we suggest that your own staff manage distribution and handle queries. We can arrange a dedicated space beside our Box Office for your staff.

Your nominated **Ticketing Representative** must be available from **two hours prior** until **30-minutes** after the event commences to advise on any issues or problems which may arise at the Box Office.

Consignments & Buy-Outs

The Centre's Box Office and online booking system offers customers the best experience possible. However should you need to sell tickets through another ticketing agency we can issue **Agency Tickets** to a maximum of 50% of sellable capacity to approved ticketing providers. Please see the [Consignments & Buy-Outs document](#) for eligibility and further information.

Marketing & Branding

Marketing Opportunities

The Centre offers several **marketing opportunities** that are available to companies who hire our main venues.

The [Marketing Services Guide](#) provides a list of services that can support your sales, marketing and promotional activity for any public events. Several services are included with a standard hire and additional activity can be arranged.

Media Tickets

Any **media tickets** should be included in your complimentary ticket allocation and detailed under Presenter Holds in your **Ticketing & Marketing Form**.

Photography



We fully welcome and encourage the documenting of Centre performances. Please discuss your requirements with your **Concert & Event Manager** prior to your concert to ensure there won't be any disruption to the artist/s or patrons.

Due to the delicate acoustics and the intimate environment of our auditoriums, our preference is for there to be **no photography during classical concerts**. For **contemporary concerts**, our preference is for photography to be captured in the **first two numbers only**.

Our Logos & Images

Unless otherwise agreed, the Centre does not permit the use of its **logo** in your marketing material or in your programs.

Our What's On Brochure (Public Events Only)

Should you wish to be included in our quarterly printed *What's On* brochure, please note the following due dates:

Event date:	Completed Ticketing & Marketing Form due by:
Jan, Feb & Mar	1 October
Jul, Aug & Sep	4 January
Apr, May & Jun	1 April
Oct, Nov & Dec	1 July

**Dates are subject to change. Please check with the Venue Hire team if required.*

Proofing

The **Marketing team** is happy to **proof** any leaflets, programs and advertisements before they go to print. If proofing is not carried out, and essential information is omitted or incorrect, we will not display or distribute your collateral. Please allow at least **three business days** for proofing.

Branding

Sponsor and company **branding** can be displayed in both the foyers and performance spaces including use of banners, gobos and projection. All use of branding should be discussed with your **Concert & Event Manager** ahead of time. We encourage the acknowledgement of sponsors and partners; however, we ask that there is no advertising of specific products and services.

Correct Naming & Booking Details

Please follow the below **naming conventions** on all promotional material:

- **Melbourne Recital Centre** (rather than MRC or Recital Centre or Recital Hall)
- **Elisabeth Murdoch Hall** (note Elisabeth spelt with an 's')
- **Primrose Potter Salon** (rather than 'The Salon')

Bookings can be made via the following channels:

Online: melbournerecital.com.au

Phone: 03 9699 3333

In person: Melbourne Recital Centre Box Office

Cnr Southbank Blvd & Sturt St

Southbank VIC 3006

(Mon-Fri 11am-5pm and two hours prior to events)

If ticket prices are listed on promotional material, please ensure the following note is included: Transaction and delivery fees may apply.



Like Running Water
Photo: Daniel Aulsebrook

Technical Operations

Venue Staff



The Centre will supply the following **venue staff** to ensure the successful delivery of your event.

Pre-event:

- A **Concert & Event Manager** will liaise with you in the months leading up to your event, working with you to organise all logistical requirements including technical staffing and catering.

On-the-Day:

- Your **Concert & Event Manager** or a **Duty Stage Manager** will be with you on the day and act as your main point of contact.
- Details of additional venue staff rostered on the day will be outlined in your **Venue Hire Agreement**.
- Staff and technical resources outside these inclusions will be allocated by your **Concert & Event Manager**, who will provide a detailed **Cost Estimate** leading up to your event.
- Staff and scheduling are determined by your **Concert & Event Manager** in order to keep you, our staff, our patrons and our building safe.

Staff Penalty Rates

Our staff are paid in accordance with our **Enterprise Agreement**. Your **Concert & Event Manager** will provide a detailed **Cost Estimate** outlining staff hours and any applicable penalty rates. Please note:

- The first eight hours worked are charged at single time, the next two hours at time-and-a-half and double time thereafter.
- Work performed on Sundays and public holidays is paid at double time for the first eight hours, and double time-and-a-half thereafter.
- Meal breaks must be taken every five hours.

Technical Requirements & Specifications

We offer a full range of technical services including lighting and sound design, amplification and video projection. See [Technical Specifications](#) for details.

Please discuss your **technical requirements** with us as early as possible. We also ask that you advise if your event involves the use of a mixing desk or other hardware **prior to going on-sale** as we will need to place seats on hold.

External/Touring Staff & Equipment

Our **technical staff** are responsible for our in-house instruments and equipment. If you are bringing in external equipment or instruments, ensure you have enough staff to facilitate the loading, unloading and stage use. If you need extra assistance, inform your **Concert & Event Manager** in advance.

You are welcome to supply your own experienced and professional staff to operate technical equipment, but our technical staff will always be required to work along-side your crew. This is to ensure the safety of our equipment, and that you are well supported should any troubleshooting be required.

Bump In, Bump Out & Event Scheduling



We offer two standard tenancies for public events:

- **Full-day tenancy: 8am to 11pm**
- **Half-day tenancy: 2pm to 11pm**

The tenancy times reflect the hours of your included Back of House staff and will need to include all venue bump-ins. **Your venue access may be later than the start of your tenancy** depending on the amount of venue preparation required for your event.

Here are some helpful guidelines for planning your schedule:

- Allow at least 30-minutes at the start of your tenancy before you arrive for our staff to be briefed.
- Additional time may be required before your arrival for our staff to work uninterrupted and prepare elements such as choir risers, stage extension, acoustic draping, lighting and amplification. **If your event requires any of these elements, we strongly recommend booking a full-day tenancy to ensure enough time is allocated.**
- Allow one hour for an initial piano tuning and 30-minutes for a touch-up tuning prior to the performance.
- We open our auditorium doors 30-minutes prior to the advertised start time of the event.
- Our staff are required to take one 30-minute meal break for every five hours of work. Generally one of these breaks will be scheduled immediately prior to auditorium doors opening.

Concert start times and durations:

- For evening concerts, we generally recommend a start time of 6pm or 6.30pm for events in the **Primrose Potter Salon** and 7.30pm for events in the **Elisabeth Murdoch Hall**.
- Please note that Centre staff required to finish work after 11pm may receive a **cab charge** at the presenter's expense.

Bump out and conclusion of tenancy:

- We ask that **backstage areas** be vacated by artists and your staff as soon as possible after the end of the event.
- **Bump out** of all equipment should immediately follow your event. All external equipment needs to be removed from the venue at the end of the tenancy.

Stage Door, Security & Facilities

Stage Door

The Centre's **Stage Door** is located at 31 Sturt St, Southbank, and services the backstage areas for both the Primrose Potter Salon and Elisabeth Murdoch Hall. Stage Door is attended from 8am until venue closedown each day between Monday to Friday and as required on weekends and public holidays.

All personnel requiring access to backstage must report to the **Stage Door attendant** upon arrival, and always enter and exit thereafter via Stage Door.

Please submit a list of all personnel requiring backstage access to your **Concert & Event Manager** no later than one working day prior to your event.

Health & Safety



We are committed to ensuring a safe environment for everyone and have developed a **Health & Safety Plan**.

All visitors to the Centre are asked to be mindful of health and safety issues and to report any concerns or injuries to Centre staff or **Stage Door** immediately. For further details, refer to the [Workplace Health & Safety Policy](#).

Inductions

Key personnel from your company are required to complete an **induction** prior to accessing venues or receiving swipe access cards. It will take 20-30 minutes to complete the induction, so we recommend doing so ahead of time to avoid delays. You can complete the induction [here](#).

A completed induction is valid for 12 months from the date of completion. Our Stage Door team will manage inductions on the day if required.

Security

If you require any special **security arrangements** (e.g. for a high-profile performer or guest), it is important that this is discussed with your **Concert & Event Manager** as early as possible. If it is deemed appropriate to have additional staff or security guards, we reserve the right to pass on any costs.

Dressing Rooms & Green Room



Dressing rooms for **Elisabeth Murdoch Hall** are located on stage level. Up to four principal dressing rooms with ensuites, and two larger spaces with kitchenettes (the **Green Room** and **Rehearsal Room**) are available for presenters using Elisabeth Murdoch Hall. There is also a **Visiting Company Office** available with telephone and internet access.

Dressing rooms for the **Primrose Potter Salon** are located adjacent to the venue. There is a principal suite with ensuite and two smaller dressing rooms.

Laundry

The Centre has **no onsite laundry facility**; therefore, please plan accordingly.

Backstage Capacity

The maximum capacity of the **Elisabeth Murdoch Hall** Back of House area is **120 people** including all Centre and presenter personnel. For comfort, we recommend a limit of **80 performers**. If the **Primrose Potter Salon** is available, this may be booked at a cost to extend the capacity by **200**.

The maximum capacity of the **Primrose Potter Salon** Back of House area is **30 people** including all Centre and presenter personnel. For comfort, we recommend a limit of **10 performers**.

Storage Space

The Centre has **very limited storage space**. Some items may, by prior arrangement, be stored onsite; however, this is subject to availability.

Smoking & Vaping

The Centre is a **non-smoking** and **non-vaping** venue. This includes all outdoor balconies.

Parking

There is **no onsite parking** available at the Centre. However there is street parking and a number of commercial car parks in the vicinity, including the Arts Centre Melbourne and Australian Ballet Centre car parks.

Vehicle loading & unloading



There is a large **drop-off** and **loading zone** on **Sturt St** immediately outside **Stage Door**. Please always pay attention to the signed parking restrictions.

The Centre has a **loading dock** suitable for the loading and unloading of large vehicles. Use of the loading dock must be booked in advance with your **Concert & Event Manager**.

Drivers accessing the loading dock should report to **Stage Door** in person or via the intercom in the laneway. The **Stage Door attendant** will then facilitate access. As our dock is in a shared laneway, vehicles can't be parked long-term.

Centre staff will **not** be able to assist with the **loading** or **unloading of vehicles** unless arranged in advance. Please ensure that you have organised adequate personnel to manage your requirements.

Supervision of Children & Young People

The Centre's **Child Safe Policy** can be viewed [here](#).

Presenters should ensure that they have the appropriate number of supervisors to ensure the safety of children and young people under their care.

All presenters should also have clear sign-in and sign-out arrangements for children and young people involved in rehearsals and performances.

Backstage Catering

Backstage catering can only be provided by the Centre's contracted caterers and must be booked in advance with your **Concert & Event Manager**. Artists and personnel are also welcome to visit **Blondie Bar & Restaurant** and **Script Bar & Bistro** located next door to the Centre on Southbank Blvd.

If you require meals during potentially busy times or have a large group, we recommend making a booking in advance.

- **Blondie Bar & Restaurant:** 03 9686 3389
- **Script Bar & Bistro:** 03 8688 0881

Visitor Experience

Front of House, Merchandise, Bars & Foyer Activations

Front of House Staff

Our **Front of House staff** are responsible for checking tickets, assisting patrons and facilitating evacuation procedures in the event of an emergency. We provide:

- **8-10 Front of House staff** for **Stalls-only events**
- **13-14 Front of House staff** for **Stalls and Circle events**.

In most cases **Front of House staff** will be included in your **hiring fee** for a **three-hour call**. After accounting for our standard briefing, audience entrance and exit, this usually covers around **1.75 hours of performance time** including any intervals and breaks. Your **Concert & Event Manager** will provide an estimate of additional Front of House staff costs that may be incurred.

If you provide additional personnel for any Front of House duties, please respect that the Centre's staff always remain responsible for all areas of the Centre.

Merchandise & Programs



Merchandise may be sold from the **Ground Floor Foyer** when space is available. Ensure you check availability with your **Concert & Event Manager** in advance.

If you are planning to have a **program** printed, we highly recommend sending a digital copy to our **Marketing team** for approval prior to printing. Please allow at least **three business days** for proofing.

If you do not provide your own **merchandise** or **program sellers**, we can arrange this at an additional cost. Please let your **Concert & Event Manager** know your preference so we can plan accordingly. A **15% commission** is charged on all merchandise and program sales regardless of who facilitated the sales.

Please note our ushers are **not** able to hand out **concert programs**. You may supply your own staff to do this, or we can provide additional staff to be on-charged.

Delivery of merchandise and programs should be discussed with your **Concert & Event Manager**, and any remaining stock should be removed after the event.

Bars

We operate **bars** for all performances in **Elisabeth Murdoch Hall** as follows:

- For **Stalls-only events**, patrons are served at our **main bar**, located in the Ground Floor Foyer.
- For **Stalls and Circle events**, we operate a **second bar**, located on Level 2.

If there is no event in **Elisabeth Murdoch Hall** and your event is taking place in the **Primrose Potter Salon**, guests can be directed to order food and beverages at **Blondie Bar & Restaurant**, located directly next door to us, on Southbank Blvd.

We allow patrons to take cold drinks into auditoriums in plastic cups for most events.

Foyer Activations

Foyer activations such as banners, stalls and information desks should be discussed with your **Concert & Event Manager** to ensure correct installation.

Media walls and pop-up banners can be displayed within reason; however, shouldn't advertise specific products or services. See **Marketing & Branding** for details.

Functions & Receptions

We offer private rooms and catering options for **functions** ranging from small groups of 10-15 to larger functions of up to 500 guests. Please discuss your requirements as early as possible as private space is limited and subject to availability.

The Centre has a panel of five caterers. Catering must be provided by our approved contracted caterers except in special circumstances. See **Catering** for details.

All function spaces are charged at a reduced rate when booked in conjunction with one of our performance spaces.



Melbourne Recital Centre foyer bar
Photo: Kristoffer Paulsen

Catering

Our Panel Caterers



The Centre is proud to partner with five excellent **caterers** whose collective offering provides our clients with the best range of style, service and pricing.

Our panel of **caterers** are:

- **Crave**
- **Ed Dixon**
- **Peter Rowland**
- **Script Catering**
- **The Catering Company**

More information can be found in the below Caterer Profiles section.

How to Order Catering

Our **Venue Hire** or **Event Management teams** will liaise with a caterer for you. Please confirm all requirements at least **five business days** prior to your event.

Using Other Caterers

If your event has specific or niche requirements (e.g. cultural/religious requirements) that our caterers cannot fulfil, you may request another caterer be considered. There are considerations to address before this can proceed so please speak to us about this as early as possible.

At a minimum we will need the following:

- Company details and main contact
- Insurance details
- Any relevant OH&S information food safety certificates
- Liquor Licence and RSAs (if applicable).

Panel Caterer Discounts & Centre Service Charge

To ensure competitive pricing for catering, we have arranged with all our panel caterers to provide a **10% discount** on standard catering prices. This ensures the **10% service fee** charged by the Centre will not impact your event budget.

Ordering Form

Once you've selected a caterer, please provide the following information:

- Food and beverage choices
- Number of guests
- Anticipated timings for catering to be ready
- Any dietary requirements

Caterer Profiles

Crave

Crave Catering has evolved with an on-trend, current and relevant new image and re-brand to reflect the 20+ years it has been catering countless functions and events spanning the entire spectrum of the catering realm. Weddings, birthdays, corporate, boardrooms and a myriad of other celebrations have been meticulously and brilliantly supplied.

[View menu](#)

Ed Dixon

Award-winning caterers and event managers, partnering with brides, private clients and big companies across Melbourne since 2001. From intimate morning teas and boardroom lunches, to large seated events, Gala dinners and themed cocktail parties - our passion is creating beautiful events and delicious food people will remember.

[View menu](#)

Peter Rowland

We're passionate about food, equally passionate about our clients and have been catering Melbourne events for more than 50 years, and now catering Sydney events. Led by Group Executive Chef, Matthew Haigh, our chefs design and cook bespoke menus for discerning clients that would sit happily on many Five Star restaurant menus.

[View Menu](#)

Script Catering

Beautiful events every time. Allow us to create your complete function experience with perfect tone, feel and pitch. We are specialists in producing beautifully catered events - in perfect harmony with superb performances or simply on their own.

[View menu](#)

The Catering Company

When it comes to produce, we work tirelessly to bring you the freshest local and responsibly farmed foods that reflect the best of the season; always upholding our ecological responsibility. We take initiative and have pioneered being the first industrial kitchen in Melbourne to compost, recycle, incorporate the use of eco mark packaging and minimise the use of chemicals in our kitchen.

[View menu](#)

Recording & Broadcasting

Recordings



The Centre welcomes the **recording** of concerts at our venue. You can either facilitate the recording yourself or we can provide audio and visual recording services for your event at an additional cost.

Should you wish to make a recording of your event, please advise our **Venue Hire team** or your **Concert & Event Manager** as soon as possible.

All recordings require separate recording contracts and may incur fees.

Facility Fee

The Centre charges a **facility fee** for using our venue to record a concert. This will be quoted at the time the recording is requested.

Broadcasting Allowances

As per the Centre's **Enterprise Agreement**, a **Broadcast Allowance** may be payable to production staff working on the live event.

Data Storage

You need to provide all **data storage**, even if the Centre is facilitating your recording.



Recording Definitions

Below are the following **recording definitions**:

- Archival use
- Promotional use
- Educational use (Non-Commercial)
- Educational use (Commercial)
- Non-Commercial Broadcast
- Commercial Broadcast
- Commercial Sale or Distribution

Archival use means for the private use of the Recorder, including archival reference for historical purposes. Archival use does not include the reproduction, broadcasting, selling or distribution of the recording in any way.

Promotional use means the use of the recording by the recorder for promoting the performer of the event, with no more than 50% of the entire performance to be used in any one promotion, including the use as a podcast. An unlimited number of copies may be made.

Educational (Non-Commercial) use means for use by registered not-for-profit organisations for non-commercial educational purposes. An unlimited number of copies may be made. On-sale of recordings is allowed but only to cover production costs of the recording made. Recorder is to provide in writing to the Centre that recording will not be used for public broadcast, exhibition, distribution or commercial sale.

Educational (Commercial) use means for use by a commercial organisation for educational purposes only. An unlimited number of copies may be made.

Non-Commercial Broadcast means for use as an internet broadcast of the entire recording of the performance of the event. e.g. entire event uploaded to YouTube, Vimeo etc.

Commercial Broadcast use means for use by a commercial television, radio network or online network of the entire recording of the performance of the event. An unlimited number of copies may be made.

Commercial Sale/Distribution use means for the commercial distribution and sale of the entire recording of the performance of the event. An unlimited number of copies may be made.

Finance & Settlements

Financial Settlement

Our **Finance team** will prepare your final **Settlement Statement** and **tax invoice** for your event in consultation with your **Concert & Event Manager**.

We aim to have your Settlement Statement to you within **10 business days** of your event. As per your **Venue Hire Agreement**, occasionally this can take up to **15 business days**. Once you agree to the charges outlined, payment of any balance owed to you will be processed in the Centre's next payment run (usually every Thursday).

Performance Rights (e.g. APRA)

The presenter is responsible for the acquisition of, and payments related to, all performance rights of works presented. For any event containing music presenters should check their licensing obligations with the [Australasian Performing Right Association](#) (APRA).

All Quoted Prices Are GST Exclusive

All prices quoted in our rate cards etc. are exclusive of **Goods & Services Tax (GST)**, except for ticketing fees. Any GST payable will be added to the charges in tax invoices issued.

Tax Obligations & Australian Business Numbers

The presenter is responsible for all payments of tax including income tax and GST. Presenters should account directly to the **Australian Taxation Office (ATO)** for remittance of any tax.

If you do not provide an **Australian Business Number (ABN)**, we may be required by law to account to the ATO for tax obligations on tickets sold by or on your behalf and may deduct any amount from box office receipts as required by law. The Australian Taxation Office's default rate for withholding tax is 47% if no ABN is provided.

Live Performance Australia Industry Service Fee

As the Centre is a member of **Live Performance Australia (LPA)**, an **Industry Service Fee** is payable for every performance. This amount is set by LPA and is collected by each venue on their behalf. Payment of this fee is mandatory unless you can supply a proof of exemption from LPA. For more information, please visit the [LPA website](#).