
The City of Brampton values diversity and inclusiveness, and recognizes that enhancing access to goods and services provides increased opportunities for people of all ages and abilities. We are committed to offering an accessible, safe, and barrier-free experience for all. For questions about accessibility, or if you would like to request accommodation, contact rentaladmin@brampton.ca or 905.874.2844.

Guidelines ensure that patrons, artist, event organizers, staff and the facility are protected. These guidelines provide details about facility use and event procedures so that all events are safe and enjoyable experiences. They are applicable at all indoor Performing Arts venues: The Rose, LBP, and Cyril Clark.

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Accessibility

The City of Brampton values diversity and inclusiveness and recognizes that enhancing access to goods and services provides increased opportunities for people of all ages and abilities. The Performing Arts team is committed to offering an accessible, safe, and barrier-free experience for all. We strive to not only to meet the requirements of the [Accessibility for Ontarians with Disabilities Act](#), but also to design spaces, programs and policies that ensure full access to all activities for all members of the community. Details about accessible service for patrons is available [online](#).

Access 2 Program

See [Companion Tickets](#)

Advertising

Promotional opportunities are available to all independently produced events that take place at Performing Arts venues:

- Show listing on the Brampton On Stage website
- Up to 11"x17" poster space per event on The Rose community board (top of stairs in the Box Office lobby)
- Space for flyers in The Rose community brochure rack

To participate, deliver posters and brochures to the Box Office. Additional marketing support is available through the [Guest Presentation](#) program.

Alcohol on the Stage

Alcoholic beverages may be consumed by performers and crew members only in accordance with the [Alcohol on Stage Fact Sheet](#). Any alcohol not purchased from the theatre bar is not allowed in the facility.

Artist Liaison

Artist Liaisons work with the Event Organizer, performer(s), crew, and technical staff to ensure that all rider requirements are met, and that the Event Organizer, performer(s), and crew have everything they need while at a Performing Arts facility. Event Organizers may request Artist Liaison support at an hourly rate, no later than the Event Planning Meeting.

Assistive Listening Device (ALD)

Assistive Listening Devices are available at no charge on a first come, first served basis from the Box Office at The Rose and LBP. They are also available from the Front of House staff at Cyril Clark. The devices can be used in conjunction with compatible personal hearing devices, such as hearing aids with telecoils and cochlear implants. The devices amplify and clarify sound by cutting down or eliminating ambient noise. An Infrared ALD is installed in the theatre and headsets may be used at any seat.

Audience Advisories

To ensure an enjoyable customer experience, the City of Brampton posts information about production elements or subject matter that may be disturbing for some patrons. This information will be included on the show listing online, as well as in the theatre lobby.

AED (Automatic External Defibrillation)

The Rose has five (5) AED units:

- Lower lobby: house right alcove beside main entrance
- Upper lobby: house right near Grand Staircase
- Backstage: stage left beside program video monitor
- Mezzanine level (where dressing rooms are located): outside Green Room

- Annunciator panel: backstage by the Facility Operations office
- Lester B Pearson has one (1) AED unit:
- Civic Centre main floor security desk
- Cyril Clark has one (1) AED unit:
- Lower lobby beside office

Babes in Arms (Infants)

Infants twelve (12) months old and younger are permitted in the auditorium free of charge for age-appropriate events. Children over the age of twelve (12) months, infants of any age in car seats, and all other patrons require their own seat and ticket for admittance. Age appropriate events for infants, children and teens, will be identified in online show listings.

Backstage

As there is limited space backstage, access is restricted to people who are required for the performance, and additional restrictions on food and drink may apply. Only City of Brampton staff may grant access to Performing Arts facilities, at scheduled arrival times. All external parties must request support from City of Brampton staff when latecomers arrive.

Balloons

Helium-filled balloons are prohibited at Performing Arts venues. A released helium balloon will trigger the fire alarm, and shut down the building until the balloon is retrieved. Balloons for distribution to the public may only be filled with air. Releasing balloons is prohibited indoors and outdoors. As air-filled balloons are detrimental to the environment even when properly handled and disposed of, consider these alternatives: [Green Eco-Friend](#), [Reusable Nation](#), [Citizen Sustainable](#).

Booster Seats

Booster seats are available to patrons at The Rose at no charge, on a first come first served basis.

Box Office

The Box Office will open two (2) hours before event start, and will remain open for thirty (30) minutes after the scheduled performance start time. Extended or additional Box Office hours may be requested a minimum of thirty (30) days prior to the event, at an additional cost. Questions about box office and tickets can be directed to boxofficeCCP@brampton.ca.

Breastfeeding

The City of Brampton is a breastfeeding-friendly organization and welcomes all breastfeeding patrons. City of Brampton staff may, upon request from breastfeeding patrons, offer access to alternate spaces in Performing Arts facilities.

Brochure Racks

There is a designated brochure rack in The Rose lobby for community promotional materials. For questions about brochure racks, email to rentaladmin@brampton.ca.

Building Access

Event Organizers will only have access to the facility between the rental start and end times listed on the Rental Agreement. Facility access outside of the times listed on the Rental Agreement must be requested, in advance, by emailing rentaladmin@brampton.ca.

Business Hours

The Theatre Administration Office is open Monday to Friday 8:30am - 4:30pm. Box Office hours are listed [online](#).

Cancellation

Event Organizers may cancel a rental at any time subject to the following terms:

- If a rental is cancelled more than thirty (30) calendar days prior to the event date, 20% of current Rental Agreement fees and taxes are non-refundable.
- If an event is cancelled less than thirty (30) calendar days prior to the event date, 100% of the current Rental Agreement fees and taxes at the time of cancellation are non-refundable.

The City of Brampton may terminate this Agreement at any time without notice or reimbursement under the circumstances outlined in the [Rental Agreement Terms & Conditions](#).

Candles/Flame

Flames and real candles are prohibited at all City of Brampton Performing Arts facilities. Battery operated LED and flameless candles are an acceptable alternative. The use of matches or a lighter to ignite materials to be burned as part of a [Ceremonial Burning](#) is not considered an open flame.

Capital Improvement Fund (CIF)

The Capital Improvement Fund (CIF) of \$2.00/ticket funds capital improvements to City-owned facilities. It is included in all listed ticket prices. CIF is not charged on complimentary tickets or tickets of less than \$6.00. No ticket commission is charged on CIF.

Catering

Catering arrangements must be made in accordance with the [Food and Beverage Fact Sheet](#). Any catering plans must be listed on the [Event Plan](#).

Ceremonial Burning

Cultural and religious ceremonies may involve burning materials without an open flame. Event Organizers must ensure that any request for Ceremonial Burning is made no later than the Event Planning Meeting. Additional planning, costs, and restrictions may apply at LBP and Cyril Clark.

Christmas Tree

The indoor Christmas tree is displayed in The Rose Rotunda between mid-November and the end of December. The outdoor Christmas tree is displayed in Garden Square on top of the fountain between mid-November and mid-March.

Cleaning

Charges for cleaning will be applied to Rental Agreements, following the event, based on actual usage. See the User Fee Fact Sheet for the applicable venue [online](#).

Coat Check

Coat Check is available at The Rose and LBP for most events, when seasonally appropriate. There is no charge to Event Organizers or patrons for this service, which is operated by volunteers and Front of House staff. Patrons will be asked to check all large bags, suitcases and strollers. The City of Brampton will take every precaution to keep items secure, however the City is not responsible for lost or stolen items. In case of an evacuation, Coat Check will close immediately.

Companion Tickets

The City of Brampton is committed to offering accessible experiences at Performing Arts venues through the Easter Seals of Canada [Access 2 program](#). Access 2 cardholders who purchase a ticket to an event at a Performing Arts venue, and

who require the assistance of a support person can receive one (1) ticket for that support person for free. [Registered charities](#) may offer these companion tickets at a 50% discount.

Complimentary Tickets

Complimentary Tickets have no dollar value. They are available for Public and Fundraiser events; they are not available for Private or Registration events. The maximum number of complimentary tickets at each venue is:

- Rose Main 85
- Rose Studio 10
- LBP 38
- Cyril 18

To request complimentary tickets to your event, complete the 'Ticket Hold' section of the [Box Office Form](#), then submit the [Complimentary Ticket Form](#) no later than three (3) days prior to the event.

Concurrent Venue Use

The rental of a venue in any Performing Arts facility does not guarantee exclusive use of the entire facility. The lobbies, hallways, Box Office, front entrance, and washroom facilities are shared between all rentals in the same facility. Each rental should not interfere with the use, enjoyment, and rights of other rentals.

Confetti

If confetti is used, additional cleaning charges will be added to the Rental Agreement, based on hourly cost for staff time required for clean up. Confetti is detrimental to the environment even when properly handled and disposed of, consider these alternatives: [One fab Day](#), [Brightly](#), [Earth Friendly Tips](#).

Consignment Tickets

The City of Brampton does not offer consignment tickets.

Costume Change

The Studio must be included in any Dance rental. If costume change outside of the dressing rooms will take place, it must be confined to the Studio. If a quick change space is required, Event Organizers must provide that information no later than the Event Planning Meeting, so that pipe and drape can be arranged.

Dance Floor

A black Rosco Adagio dance floor is available for use on The Rose Main Stage. Additional charges apply, see the [Brampton Theatres Rate Sheet](#).

Deliveries

Arrangements to receive deliveries at The Rose must be made in advance, and can be received at the Box Office during [hours of operation](#), and the Loading Dock, upon request. Deliveries to LBP and Cyril Clark cannot be received outside of event start/end times listed on the Rental Agreement.

Dressing Rooms

The Rose Dressing Rooms are located on mezzanine level. Rental of The Rose Main Space includes:

- Two (2) star Dressing Rooms with washroom and shower
- Four (4) standard Dressing Rooms without washrooms
- Two (2) chorus Dressing Rooms without washroom
- Washrooms with showers are available on the Dressing Room level

Rental of The Rose Studio includes:

- Two (2) standard Dressing Rooms

The LBP Dressing Rooms are located on the stage/lower level. Rental of the LBP Main Stage includes:

- One (1) accessible standard Dressing Room with universal washroom and shower
- One (1) chorus Dressing Room without washroom
- Two (2) small Dressing Rooms with washrooms
- An additional washroom is available on the Dressing Room level

Rental of the LBP Studio does not include any Dressing Rooms.

The Cyril Clark Dressing Rooms are located past the patron washrooms, stage right, and are not wheelchair accessible; patrons must walk down nine (9) stairs to access them. Rental of Cyril Clark includes:

- Two (2) small Dressing Rooms with washroom (manual flush toilet) and shower

For additional details, see the venue-specific Technical Specifications on each venue webpage.

Electrical Outlets

The Rose lower lobby has five (5) 15Amp/110W outlets, the Rotunda has three (3) 15Amp/110W outlets available for use by Event Organizer. Any power requirements in excess of what is available in the lobby must be requested in advance. LBP has one (1) 15Amp/120V outlet in the lobby near the display case available for use by Event Organizer. Cyril Clark has four (4) lower lobby and three (3) upper lobby 15Amp/110W outlets available for use by Event Organizer.

Elevators

Two (2) elevators are available at The Rose: one is from the parking garage to the 24 hour lobby at ground level, the other is from the lobby to the balcony level (house right). There is ramped access at both main exterior entrances; one outside the Box Office, and the other outside the Rotunda. Elevators are available at LBP in the Civic Centre from the lower level to the theatre level where the entrance to the auditorium is located. Side exterior entrances are free from steps, and ramped access is available at the main entrance to the Civic Centre from Team Canada Drive. An elevator is available at Cyril Clark from the main entrance at ground level to the theatre on the lower level. The main exterior entrance is free from steps. Please note that the washrooms at Cyril Clark are not wheelchair accessible.

Entandem

[Entandem](#) collects payments for music licensing on behalf of RE:Sound and SOCAN. Re:Sound obtains fair compensation for artists and record companies for their performance rights. SOCAN administers the performance rights of the composers, authors, and their music publishers in the musical work/song. The City of Brampton is required to collect Entandem fees from Event Organizers, and remit to Entandem.

Equipment

Technical equipment available at each venue is listed in the Technical Specifications for that venue; associated fees are listed on the Brampton Theatres Rate Sheet. Lobby Equipment available at all indoor venues is listed on the Lobby Equipment Fact Sheet. Event Organizers may also bring in equipment rented from a third party. All requests for City of Brampton equipment, and notice of third party equipment booked by Event Organizers must be indicated in the Event Plan, and submitted no later than the Event Planning Meeting.

Emergency Procedures

Performing Arts Emergency Procedures have been developed to define the roles, responsibilities and procedures to the safeguard patrons, Event Organizers and staff. All Performing Arts staff and volunteers have completed emergency procedure training. Key areas covered include:

- Facility Evacuation
- Fire Alarm
- Power Failure
- Missing Person
- Bomb Threat
- Gas Leak
- Chemical Spills
- Emergency Lockdown

Technical Operations staff will review emergency exits with performers onsite.

Event Organizer

The Event Organizer is the individual or group that plans, manages and oversees an event held at a City of Brampton Performing Arts Venue. As the signing authority, they are responsible for ensuring that:

- Payments are made on time
- City of Brampton deadlines are met
- Appropriate persons attend meetings with City of Brampton staff
- Documentation and forms are completed and submitted
- Being present onsite for the duration of the rental agreement
- Applicable laws, by-laws, policies and guidelines are followed

Event Start Time

The lobby doors that give ticket-holders access to the lobby will be opened one (1) hour before the stage show starts. The time when the stage show starts is the Event Start Time that will be printed on the ticket, as listed on the Box Office Form. Event Organizers can request that the lobby doors be opened earlier, at an additional cost, including but not limited to Front of House and Food and Beverage staff, in which case a 'doors open' time will be added to the printed ticket.

Event Organizers may choose to publicly advertise an earlier Event Start Time, in an effort to ensure that latecomers arrive on time. Although this is not recommended, the City acknowledges this practice, and can accommodate it if the following criteria are met:

- The Event Start Time on printed tickets must be the start time of the stage show
- The publicly advertised start time must be the 'doors open' time on printed tickets

The auditorium doors that give ticket-holders access to their seats will be opened thirty (30) minutes before the stage show starts. Exact timing is at the discretion of the Front of House Manager and/or the Stage Manager, based on patron and performance needs on event day.

Facility Operations Staff

The Facility Operations Staff are responsible for the cleaning, maintenance, and lobby set-up of Performing Arts venues. Facility Operations Staff will clean all areas of the facility during events, in order to ensure that cleanliness and safety standards are met; they have completed a vulnerable sector check.

First Aid

The Rose has multiple first aid kits on site. City staff are able to offer First Aid support for most minor injuries, and will contact emergency services if additional support is needed.

Fly System

At The Rose, there is a Fly System, which is a system of mechanical hoists that lift scenery from the stage into the space above. The Fly System is operated exclusively by City of Brampton staff.

Food and Beverage

The Rose has three (3) fixed bars (Main, Balcony, Studio), and two (2) mobile bars (Patio, Lounge) that can run simultaneously, based on the number of performances, attendees, and/or Event Organizer's requests. The Rose Theatre and Patio are licensed for alcohol sales and service.

Food and beverage service is available at LBP for select performances. Food and beverage service is not available at Cyril Clark, however Event Organizers may make food and non-alcoholic drinks available, in accordance with the [Food and Beverage Fact Sheet](#).

Food and Drink inside the Theatre

Patrons are welcome to bring pre-packaged snacks purchased at the theatre bar or from a lobby vendor, as well as drinks purchased at the theatre bar inside the theatre, unless otherwise indicated or requested based on the nature of the performance. 'Pre-packaged' mean that food has been packaged in food processing plant, prior to purchase by the vendor. This would include items such as a bag of chips, a granola bar, or cheese strings. This would exclude items such as pizza, samosas, or anything that requires utensils to eat, or that has been packaged onsite. For events where catering is offered to patrons, it must be consumed in the lobby or designated eating area.

Fragrances

Due to allergies and sensitivities, refrain from wearing perfumes, colognes or other scented products in City of Brampton facilities.

Front of House Manager

The Front of House Manager is the onsite team lead for all Front of House staff and volunteers. They facilitate safe event execution for patrons, and ensure that policies and procedures are followed. They are responsible for communicating with Event Organizers and patrons to disseminate event and safety information, address challenges, and resolve issues, while ensuring excellent customer service.

Glitter

For [environmental reasons](#), the use of glitter – including in costumes, makeup, and hairspray – is strongly discouraged. The use of glitter may incur additional cleaning costs. Event Organizers should be aware that glitter will likely be prohibited in Performing Arts facilities in the future.

Grants

The City of Brampton provides grants and funding across a variety of City-run initiatives including supporting festivals and events, and local non-profit organizations. See the City of Brampton's [Grants and Funding webpage](#).

Green Room

The Rose has a Green Room (16'x22') with a small kitchen (12'x6") located on the mezzanine level. The Green Room, with limited use of the small kitchen, is for the exclusive use of the renter of the Mainstage. LBP has a Green Room that can accommodate 12 people. No Green Room is available at Cyril Clark.

Guest Presentation

The Guest Presentation program provides Event Organizers the opportunity to deepen their partnership with the City and play a more prominent role in Brampton's artistic and cultural development through enhanced promotion. See the [Guest Presentation Guidelines](#) for more information.

House Captain

House Captains report to the Front of House Manager. They support safe event execution for patrons, in accordance with applicable policies and procedures. They support the communication of event and safety information to patrons, address challenges, and resolve issues, while ensuring excellent customer service.

House Lights

Sconce and aisle lighting will remain on throughout all performances, with the exception of blacklight shows or numbers. House lights will remain at 50% for Dance competitions and open rehearsals.

House Seats

The City of Brampton sets aside a small number of tickets to be used as House Seats for every event with assigned seating. House Seats are used to address customer service issues, in a pro-active manner, on the day of an event. This ensures the City's ability to provide a responsive customer experience, as well as minimize complaints and refund requests.

Insurance

Event Organizers must submit proof of a minimum of \$5 million commercial general liability insurance coverage, on the City of Brampton form, listing the City as an additionally insured, a minimum of fourteen (14) days prior to the rental start. Insurance can be purchased from the City of Brampton's provider. See the [Insurance Fact Sheet](#) for additional details. Event Organizers should also consider purchasing event cancellation insurance.

Intermission

Intermissions allow attendees to stretch, use the washroom, and have a snack. The Event Organizer may request the number and length of intermissions during an event, subject to approval by the City of Brampton. Unless otherwise indicated, the bar will be open during intermission. Intermissions will be added based on performance run time:

- 90 minutes: intermission not required
- 90 minutes - 2.5 hours: minimum twenty (20) minute intermission required
- 2.5 hours - 5 hours: minimum forty (40) minute intermission required

- More than 5 hours: intermissions will be determined by the City of Brampton, based on schedule. Intermission details will be finalized no later than the Event Planning Meeting.

Kitchen

The Rose Studio has a small kitchen equipped with:

- Warming oven
- Double door Fridge
- Double sink

The LBP Studio has a small kitchen equipped with:

- Microwave
- Fridge with top freezer
- Single sink

The Studio must be rented to use the small kitchen. Event Organizers must bring their own cleaning products (ex: dish soap, sponges). Cooking onsite is prohibited. No kitchen is available at Cyril Clark.

Live Streaming

The Rose offers Event Organizers the opportunity to live stream performances from The Rose Mainstage. Request for live streaming of a performance must be noted on the Request Form, and will be reviewed for approval. Additional cost will apply for live streaming.

Load-In/Load-Out

Event Organizers can load in and out only during the times listed in the Rental Agreement. Event Organizers can use the loading dock to load props, set pieces and equipment in and out. Event Organizers can leave one (1) vehicle parked in the loading dock for the duration of the Rental Agreement only. The Event Organizer must load out all belongings, props, set pieces, and equipment on the same day of event.

Loading Dock

At The Rose, there are two loading bays (doors 9'10"w x 11'8"h):

- One (1) at 3'3" fixed height from ground, with adjustable dock leveler
- One (1) with elevating deck, 1'3" to 3'3" from the ground

The Main Stage access doors are 7'10"w x 10'h.

At LBP there is a ground-level loading dock located at the back of the Civic Centre. The 8'w x 8'6"h door gives direct access to the stage. There is no loading dock at Cyril Clark. See the venue Technical Specification for additional details.

Lobby Entertainment

Lobby entertainment at reasonable noise levels is allowed at The Rose, subject to approval. Details must be added to the Event Plan no later than the Event Planning Meeting.

Lobby Set-Up

All lobby set-up details must be finalized no later than the Event Planning Meeting. A list of equipment available for use at each venue is available on the Lobby Equipment Fact Sheet. Event Organizers may also rent additional equipment from third parties at their own expense.

Lost & Found

For lost/found items at The Rose and Cyril Clark, contact the [Box Office](#). Valuable items may be transferred to City of Brampton Security Services. For lost/found items at LBP, and valuable items transferred from other venues, contact Security Services 905-874-2111. The City of Brampton is not responsible for lost or stolen property at any venue.

Lounge (The Rose)

The Lounge is an exclusive space at The Rose, available for rent. The space has direct access to Main Stage auditorium, with a small capacity, and flexible furniture set-up. It is suitable for small receptions and meetings.

Mayor & Council

Invitations to the Mayor are made [online](#). Councillors can be contacted through their individual [webpages](#).

Meet & Greet

A pre or post show meet and greet with artists can be arranged, subject to approval. All details must be finalized in the Event Plan, no later than the Event Planning Meeting.

Merchandise Sales

Event Organizers may not sell, nor allow any vendor to sell any product or service in or around the Venue, including but not limited to, food and drink, flowers, photographs, or recordings unless permission is granted by the City. If approved, the City will collect fifteen percent (15%) of pre-tax sales of all non-food and drink items, to be charged to the Event Organizer on the reconciliation. No commission is charged on revenue from merchandise that is donated to a registered charity. If partial revenue from merchandise is donated to a registered charity, commission is charged only on the remaining portion of the revenue. Total commission of \$10 or less from a single vendor will not be collected by the City of Brampton. The City is not responsible for any payments owed to the Event Organizer by vendors or any subcontractors of the vendors. The City does not provide change, a float, or a cash box for vendors. For details, see the [Merchandise Log](#).

Orchestra Pit

The Rose Main Stage has an Orchestra Pit:

- Capacity: 50 seated, pit down
- Area: 48'w x 11'd
- Ceiling height: 9'
- Lift travel: Approximately 10'
- Lift capacity (lifting)/(static): 22,500 lbs
- Lift capacity (static): 67,500 lbs

The pit lift will not be operated as part of a performance, including but not limited to use as an elevation device for a performer. For details, see the [Technical Specifications](#).

The LBP has a 27" wide x 3' high Orchestra Pit that can accommodate a single person.

Parking

The Market Square Parking Garage beneath The Rose includes:

- 4 parking levels is located
- An elevator to the lobby level.
- Accessible parking on each level near the elevators
- [Electric Vehicle Charging Stations](#)

Currently, all [Municipal Parking](#) garages can be used for free.

At LBP, free surface parking is available in the Civic Centre Parking Lot, on weekdays after 6:00pm and on weekends. Designated visitor spots must be used on weekdays until 6:00pm. Parking is not permitted in the mall parking lot at any time; parking at the mall could result in your vehicle being ticketed.

Free surface parking is available at Cyril Clark directly outside the venue.

Patio

The Rose Patio is open to the public, and not available to rent, other than as included with the booking of Garden Square. The space has direct access to Garden Square and The Rose Lobby, with a small capacity, and flexible furniture set-up. It is suitable as a lobby overflow area, or a place for patrons to gather outdoors before/after a performance, or at intermission. While it is a licensed area, alcohol may only be consumed on the Patio when the mobile bar cart is set up for service, and the required fencing, staffing, and security has been arranged.

Payment

Event Organizers must adhere to the following payment timelines:

- 50% deposit (20% non-refundable) is required within fourteen (14) calendar days of receipt of Rental Agreement
- Balance payment will be required a minimum of thirty (30) calendar days prior to event
- Reconciliation of amount owing or owed will generally be sent within fourteen (14) calendar days following event
- If applicable, final amount owing is required a minimum of thirty (30) calendar days after reconciliation is issued.

For additional information, see the [Rental Payment Fact Sheet](#), and the [Rental Agreement Terms & Conditions](#).

Personal Items

The City of Brampton is not responsible for any property or items brought into Performing Arts venues. All property, belongings, equipment, fixtures, and items belonging to the event organizer, and anyone connected to the event organizer, must be removed from the venue and all related areas by the contract end time. Any belongings that are left behind are not the responsibility of the City, and may only be left if written permission has been granted by the City. The City may remove and dispose of any property left at the venue after contract end time, at the organizer's expense.

Photography (Patrons)

Photography and videography are permitted for certain events, and prohibited for others. Based on details provided in the Box Office Form, the Front of House staff and lobby signage will inform patrons. When permitted, patrons are asked to take photos from their seats only. Audience members may not stand, sit, or kneel in the aisle or on stairs during the performance, in accordance with the [Fire Protection and Prevention Act, 1997, S.O. 1997, c. 4](#); cameras/tripods may not be placed in aisles or blocking fire exits. Patrons [acknowledge and consent](#) that their likeness may be captured in photography or videography at Performing Arts venues, and that it may be used in all forms of communications.

Photography (Professional)

Performing Arts venues offer beautiful settings for professional and student photography and videography, including engagement and wedding photos, and commercial or student films. All photography and videography requires a rental agreement, and is subject to venue availability. For commercial filming, contact film@brampton.ca or 905-874-3361; for all other photography/videography requests, contact RentalAdmin@brampton.ca or 905-874-2844 x62801.

Playbill

Playbills must be printed in advance. For digital playbills, event organizers can provide posters with a QR code. Front of House staff will direct patrons to view the playbill online via the QR code.

Posters

Event Organizers may drop off one (1) poster of the event to the Box Office. Events are posted fourteen to thirty (14-30) days before the event on the Community Events Board in the stairway of the Box Office lobby, based on available space. Priority is given to City of Brampton events.

Prayer

City of Brampton staff may, upon request from patrons or Event Organizers, offer access to alternate spaces in Performing Arts facilities for prayer.

Pre-Show Announcements

A pre-show announcement is made before every performance by the Front of House Manager, to ensure that basic safety, accessibility, and emergency information is shared with all patrons. The announcement may also include general information about the facility, sponsors, event timelines, performance details, and audience advisories. Celebratory wishes will not be included in pre-show announcements.

Public Address System (Lobby)

The Public Address System in The Rose lobby may only be used by City staff to ensure that basic safety, accessibility, and emergency information is shared with patrons. Announcements made on the lobby Public Address System may also include time remaining before show start, general information about the bar, and performance details.

Public Spaces

The access to theatres in Performing Arts venues is controlled through ticketing. As such, audience advisories can be used for programming in these spaces. Performances in all other spaces that are accessible or visible to the public, without tickets or registration are subject to the [Public Spaces Programming Guidelines](#).

Public Transportation

Performing Arts venues are accessible by [Brampton Transit](#) and [GO Transit](#). Venues are in the following locations:

- The Rose, 1 Theatre Lane, Brampton, ON, L6V 0A3 (Queen Street & Main Street)
- LBP, 150 Central Park Drive, Brampton, ON, L6T 1B4 (Bramalea Civic Centre, Queen Street & Bramalea Road)
- Cyril Clark, 20 Loafers Lake Lane, Brampton, ON L6Z 1X9 (Hurontario Street & Sandalwood Parkway)

Pyrotechnics

All pyrotechnics are prohibited at Performing Arts venues.

Quiet/Silent Room

A quiet/silent room or space will be made available to patrons upon request.

Racks (Wardrobe)

Wardrobe racks may be available for use by Event Organizers:

- The Rose: two (2) 6' and one (1) 4' wardrobe racks
- LBP: two (2) 6' wardrobe racks

Wardrobe racks are not available at Cyril Clark. Wardrobe racks must be requested in the Event Plan, no later than the Event Planning Meeting.

Radios (Two-Way)

Four (4) venue radios are available at The Rose for communication between Event Organizers and the City of Brampton Front of House staff. Radios are not available at LBP or Cyril Clark. The Rose and LBP are equipped with wired and wireless backstage radios, for communication between the presenter's stage manager or technical staff, and the City of Brampton Technical Operations staff. The use of radios must be requested no later than the Event Planning Meeting.

Raffles & Lotteries

A lottery exists when money is paid implicitly or explicitly for a chance to win a prize, regardless of the intended use of the funds that are raised. This includes but is not limited to raffles, door prizes (awarded based only on attendance at event) and 50/50 draws. [The Alcohol and Gaming Commission of Ontario \(AGCO\)](#) is responsible for regulating and overseeing licensed lottery events. The City of Brampton's Licensing Administration Office issues licences for lotteries to eligible charitable or not-for-profit organizations. Licensed organizations must meet all AGCO lottery licensing Terms and Conditions. To determine eligibility, contact the [Licensing Administration Office](#) a minimum of forty-five (45) days prior to event.

Rental Categories

Standardized rental client types have been established for pricing purposes. Rates for each category are listed in the City of Brampton [User Fee By-law 380-2003](#), updated annually, and are non-transferrable.

- **Commercial:** rates apply to organizations, promoters, groups or individuals that do not fall into other categories. Commercial usage may also be defined as citizens renting a venue for personal use.
- **Dance:** rates are incrementally lower than Commercial rates, and apply to dance schools that are registered businesses renting Performing Arts venues for the purposes of presenting dance recitals (including Arangetram), competitions or showcases.
- **Not-for-Profit:** rates are incrementally lower than both Commercial and Dance rates, and apply to government agencies, schools, churches and registered not-for-profit and charitable organizations.
- **Community:** rates are available at LBP, Cyril Clark and Garden Square only; they are not available at The Rose. Rates are incrementally lower than all other rates, and are for exclusive use by Brampton-based artists and arts organizations. The address of the organization or individual named on the rental agreement must be in Brampton. Proof of address will be required.

Rotunda

The Rotunda space is the lobby area just outside The Rose Studio (the Upper Rotunda is used in conjunction with Main Stage events at The Rose). Event Organizers who rent the Studio have access to this space, that can be configured for different uses. Rotunda set-up must be approved by the City of Brampton no later than the Event Planning Meeting.

School Shows

School Shows are educational performances that are attended exclusively by school groups, and that are unticketed. Organizers of School Shows sell attendance directly to schools; the Capital Improvement Fund charge does not apply. Organizers must provide the following attendance information no later than the Event Planning Meeting:

- Number of students and teachers attending
- Transportation (type, number of busses)
- Grades of students attending
- Special needs

The City of Brampton Front of House team will seat students in accordance with the attendance information provided; no support from the Event Organizer is required.

Security

Security requirements are determined by the City of Brampton's Corporate Security team. They are non-negotiable, and are payable by the Event Organizer on the Rental Agreement. Security guards onsite do not offer personal security for performers/artists.

Service Animals

Guide dogs and other service animals are welcome at all City of Brampton properties, including Performing Arts facilities. We encourage patrons with service animals to notify the Box Office at the time of ticket purchase, so staff can ensure that their needs are met. For additional information, see the City of Brampton's [Accessibility – Customer Service Standard Operating Procedure](#).

Signage

City of Brampton staff will post signage for audience advisories, photography, and directions/wayfinding, as applicable. Event Organisers may not post signs on buildings, walkways, or walls. Easels are available at all venues (see Lobby Equipment Fact Sheet). All requests for City of Brampton equipment must be indicated in the Event Plan, and submitted no later than the Event Planning Meeting.

Smoking

In accordance with the [Smoke-Free Ontario Act](#), the Region of Peel [Smoke Free By-law 49-2019](#), and the City of Brampton [Smoke Free By-Law 115-99](#), the smoking of tobacco and cannabis and the use of electronic cigarettes (e-cigarettes/vaping) is strictly prohibited in all City of Brampton facilities, including Performing Arts venues, their washrooms and dressing rooms, Garden Square, as well as within nine (9) metres of all entrances. A designated smoking area is available at The Rose on the east side of the building, around the corner from the Box Office entrance.

Smudging

See [Ceremonial Burning](#).

Technical Operations Staff

Based on the requirements of the event, Technical Operations staff will be assigned to a variety of backstage roles, including:

- Event Stage Manager (SM):
 - Disseminate show information and technical requirements to Technical Operations staff
 - Primary contact for participants entering the facility
- Audio – Front of House (FOH):
 - Responsible for set-up/operation of main audio console, PA and related systems; ensures audio quality
 - Provides guidance and oversight for external operator of audio console and related systems
- Audio – Monitor Mix (MON):
 - Responsible for monitor console set-up and all related systems
 - Provides guidance and oversight for external operator of monitor console and related systems
- Audio - Radio Frequency (RF):
 - Responsible for care and upkeep of all Radio Frequency microphones and associated equipment
 - Assists artists in application and use of microphones
- Audio Crew:

- Works closely with all audio positions, assisting as required
- Lighting Operator (LX):
 - Head Electrician and, if needed, Lighting Designer
 - Responsible for operating lighting console
 - Provides guidance and oversight for external operator of lighting console and related systems
- Follow Spot Operator:
 - Responsible for the preparation and operation of the follow spot
- Video Crew:
 - Assists with set-up and operates video elements
 - Provides guidance and oversight for external operator of video equipment and related systems
- Deck Crew:
 - Assists with the load-in/out of staging and scenic elements
- Fly Person (FLYS):
 - Responsible for safe operation of Fly System
 - Oversee rigging requirements and fly elements
 - Operation of Fly System is exclusively by City of Brampton staff

Terms & Conditions

The [Terms & Conditions](#) outline the details of the legal agreement between The City of Brampton and the Event Organizer.

User Fees

The cost for Performing Arts venue rentals is determined by the [City of Brampton User Fee By-law 380-2003](#). The Brampton Theatres Rate Sheet is a summary of the most commonly used fees, and can be found in the Fees & Payment Information section of the [Rent Our Venues](#) webpage. Also in this section, are User Fee Fact Sheets for each venue that detail how each user fee is applied.

Ushers

All event at Performing Arts venues supported by volunteer ushers. These Customer Experience Ambassadors help patrons find their way around the venue. They also help to identify patron access needs, and provide and ensure excellent customer service. For more information about volunteer opportunities, visit the [website](#).

Vaping

See [Smoking](#).

Vendors

Info about vendor form

See [Merchandise Sales](#).

Videography

See [Photography/Videography \(Patrons\)](#) or [Photography/Videography \(Professional\)](#).

Washrooms

- The Rose: Patron washrooms are located on both the ground and balcony levels. Universal (accessible and gender-neutral) washrooms are located on the left and right sides of The Rose on both floors. A baby-changing station is available in the downstairs right accessible washroom. All toilets are manual flush. Automatic hand dryers are available in all washrooms, and paper towel is also available in accessible washrooms.
- LBP: There are accessible washrooms on the main and lower level of the Civic Centre for use by patrons at LBP, as well as a baby-changing station in the main level washroom. All toilets are manual flush. Automatic hand drying stations, and paper towels are options for hand drying.
- Cyril Clark: Patron washrooms are located on the auditorium/lower level at Cyril Clark; they are not wheelchair accessible. All toilets are manual flush. Paper towels are available for hand drying.

Weaponry/Stage Combat

Weaponry includes any object used in a staged fight. Event Organizers must disclose the use of weaponry and/or any stage combat no later than the Event Planning Meeting. All use of weaponry must adhere to the [Ontario Health and Safety Guidelines for Stage Combats Stunts and Weaponry](#). The City of Brampton reserves the right to restrict the use of weaponry.

Weather/Inclement Weather

Indoor events may, on occasion, be cancelled by the City of Brampton due to inclement weather, when such weather could put patrons, artists or staff at risk during the performance, or while travelling to the venue. In such cases, when the decision is made to cancel an event, an email notification will be sent to all ticket-holders, and the Box Office will contact all patrons not using email by phone. For events where tickets are not obtained by patrons directly from the Box Office (Private, Fundraiser A, Fundraiser B), notification of patrons will be the Event Organizer's responsibility. For further information about cancellation, see the [Rental Agreement Terms & Conditions](#).

Wheelchairs and Mobility Devices

City of Brampton staff will help patrons to meet their access requirements, including seating accommodation, early access to the auditorium, transportation drop-off/pick-up support (wheelchairs are available at The Rose), and mobility device storage/retrieval. Patrons are encouraged to discuss their accessibility needs with the Box Office when they purchase their tickets. Seating options are available for wheelchairs and mobility devices at all locations, as well as transfer seats without armrests for those who would like to transfer out of their wheelchair or mobility device.

Will Call

Will Call is a ticket delivery method where patrons pick up their pre-paid tickets at the venue's Box Office on the day of the event. Patrons must show photo identification to pick up tickets.

Wireless Internet

Brampton Public Wireless is available at all Performing Arts venues, however service at Cyril Clark may be limited as the theatre is below ground level. For more information, visit [The City of Brampton Public Wireless web page](#).