

Season Disruption, Positive Case & Cancellation Processes 2022

Basement Theatre Winter 2022

What follows is a breakdown of the plans we have in place for various Covid-related disruptions and positive case occurrences. Please read through the whole doc so you are aware of the outcomes in the event of a Covid-related disruption or occurrence. Get in touch with your main programming contact* if you have any further questions or concerns!

*Main programming contact:

Risk-free & community hires: Nisha Madhan, 021 922 621, nisha@basementtheatre.co.nz

Fixed-rate hires & regular events: Nahyeon Lee, 021 117 9553, nahyeon@basementtheatre.co.nz

→ ***A team member displays symptoms or tests positive for Covid-19***

Action	Who actions
1. The team member affected should isolate, and call their doctor or Healthline for further instruction. The remainder of the crew should monitor themselves for symptoms.	Producer
2. The Producer contacts Basement's Programming Manager, and informs them of the case. Discussion had around: <ul style="list-style-type: none">Whether the season can (or should) go ahead without that person or with a replacement team member;Whether there are any remaining dates of the Season that could happen with a modified production schedule;The likelihood of other team members having contracted Covid from the first person. Decision made with Basement about cancelling or placing performances on hold.	Producer , Main Programming Contact & Operations Manager
3. Once a decision is made, Basement will lead the comms process with the Producer. This is particularly important if the person with Covid has worked on a show with public attending.	Marketing Manager & Producer
4. If necessary, discuss the likelihood of any future presentations of the show.	Programme Manager & Producer
5. If necessary, the cancellation process begins (see below).	

→ ***An audience member informs us they've been at Basement with Covid***

Action	Who actions
1. If the audience member comes to you or your team in the first instance, please pass their contact details on to Basement's Operations Manager Helen Sheehan (022 343 1892 helen@basementtheatre.co.nz). If Basement is informed first, we will notify you as soon as we know the extent of the potential exposure.	Producer & Operations Manager

2. Basement prepares comms to affected parties, which is shared with Producer for their channels.	Marketing Manager, Operations Manager & Producer
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→ **Government announces a shift to Red**

Basement's intention is to continue all core programming in Red with some adaptations as outlined below. The main change in Red is that our performance space capacities drop to 50 (Mainstage) and 30 (Studio).

Action	Who actions
1. The Producer is contacted and the artist confirms their ability to continue the season under Red, or to begin the process of cancellation.	Main Programming Contact & Producer
2. If level drops occurs after the Orange/Green ticket release date, the audience capacity is reduced in the performance space. This may involve transferring tickets to another performance. The Producer is encouraged to consider adding a performance (if scheduling allows) to make up for reduced capacity.	Ticketing Manager & iTICKET Main Programming Contact & Producer
3. Basement communicates with existing & potential audiences that the event is going ahead under Red (via email and social). Please wait for our instructions before proceeding with your own announcements.	Marketing Manager, Ticketing Manager & Producer
4. The Producer may need to reallocate or scale down any comps offered to 50% of original allocation for opening night, and two per night for the rest of the season.	Producer
5. Venue health & safety processes will be instigated related to audience traffic flow and Front of House services. Your company's production needs to be reviewed to ensure all Red requirements are incorporated into the Show Risk Assessment.	Technical Manager, Bar & FOH Manager Producer & Technical Manager

→ **Government announces a lockdown**

Action	Who actions
<i>Immediately after a lockdown is announced</i>	
1. Basement communicates to all affected Producers which events will be impacted.	Programme Manager
2. All available tickets will be put on hold and the season will be classified as "On Hold" on iTICKET's listing.	Ticketing Manager & iTICKET
3. All ticket holders are contacted with a message that the season is on hold, and that new dates will be confirmed or an opportunity for a refund will be offered as soon as possible. iTICKET's event listing will also be updated with a message. Basement will oversee the communication for this.	Marketing and Ticketing Managers & iTICKET

4.	Posts will be made into Facebook events after liaising between Basement & Producer. Basement's website listing will be updated with a message for ticket holders.	Marketing and Ticketing Managers & Producer
<i>Once the dust has settled!</i>		
5.	Basement will confirm the cancellation of each season, and the cancellation process begins (see below). Please note, due to the ongoing impacts of Covid and lockdowns on Basement's programming, we are no longer offering postponement as the first option to disrupted seasons. However, Basement is open to discussion if there are exceptional circumstances at play.	Main Programming Contact & Producer & iTICKET
6.	Facebook events and website listings are updated after liaising with the artist.	Marketing & Ticketing Managers & Producer

Cancellation, refund & settlement process

Once cancellation of a season (or part of a season) is confirmed by Basement with the Producer, the following process will be followed.

Action	Who actions
1. Basement confirms cancellation comms with the Producer (ie. specific wordings). Facebook events and website listings are updated by Basement, and social media posts made on Basement channels. Producer actions any comms through their own social media channels using the same key wording.	Ticketing Manager & Producer
2. iTICKET emails all customers and processes customer refunds, including an option to donate all or part of the ticket price to the Producer. <ul style="list-style-type: none"> Unless donating, customers receive the full transaction amount originally paid minus any booking, delivery or transaction fees. Any donations or contributions collected towards Basement fundraising activities and paid as part of the original transaction are non-refundable and will still be settled to Basement. Refunds are paid to the credit card used for original purchase, if customer purchased via Bank Transfer they are contacted by iTICKET to provide a bank account for payment. 	iTICKET
3. iTICKET settles the donated funds minus their charges (Net Box Office Proceeds) into Basement's account (this generally takes 10 working days from the point of cancellation but sometimes there can be delays).	iTICKET
4. Producer confirms whether or not they will be seeking MCH support (please note the event must be pre-registered, in advance of your season dates). Basement confirms the charges that will apply from the season with the Producer.	Producer & Basement's Creative Producer, Operations Manager
5. Basement prepares the season settlement statement which includes	Basement's

<p>the Net Box Office proceeds, minus any Basement charges. Then Basement settles Net Producer Proceeds to the Producers account, or issues an invoice for the charges outstanding. This occurs within 20 working days from the point of cancellation.</p> <p>Please note there may need to be some modification to this step depending on if MCH support is involved.</p>	<p>Bookkeeper/ & Operations Manager</p>
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Charges in the event of a Covid-19 cancellation

We strongly encourage all our Risk-Free hirers to register for the Ministry of Culture & Heritage's Event Support Scheme, so that you can cover your costs and pay your team, if one of your lead performers cannot work due to Covid-19/isolation. Please head [here](#) to register for this well before your season dates, and [use our guide to help make the process easier](#). If you have any questions or issues about the process please contact Nisha!

Fixed rate hires:

All contracted costs apply, as referenced in your venue hire agreement.

Risk-Free & Risk-Share events:

If you are successful in applying for the Event Support Scheme, all contracted costs apply, as referenced in your venue hire agreement.

If you are not successful in applying for the Event Support Scheme, we will do what we can to reduce the financial burden of your cancellation, however, there are some key charges that will still apply. Below are some indications of how the main charges from your hire will be dealt with.

Always apply:

- Third party on-charges - Costs cash-flowed upfront by Basement on your behalf, eg. Phantom, Facebook advertising, graphic designers etc.
- iTICKET charges - Inside fee per ticket (eg. \$1.50 inc GST for tickets over \$12, \$0.55 inc GST for tickets \$12 and under) plus a cancellation fee of \$3.00 per booking order.
- Basement staffing charges - Any hourly Front of House or Technical Staff charges that have occurred or are rostered for for your event specifically, in the 48 hours following notice of the cancellation. (eg. Operators, or matinee charges) In order to ensure our staff have some security throughout this period, Basement has committed to paying any staff rostered for your season from the 48 hours following notice of cancellation, up to seven days from the notice of cancellation.

Waived:

- Flat Technical Staffing fee - \$125+GST for Mainstage, \$100 for Studio
- Basement's ticketing fees - \$1.00+GST for tickets over \$12, and \$0.45 for tickets \$12 and under
- Gear hire fees - charged on hire of Basement laptop, projector etc
- Cancellation fees