



Izzy Robinson They/Them General Manager



Alyssa Medel She/Her Venue Manager



Paul Bennett He/Him Technical Manager



Nicola Brown She/Her Marketing & Relationships Manager



Adam Brown He/Him Bar & Front of House Manager



Tasha Tziakis She/Her Systems Catalyst



Taute Vaai She/Her Digital Storyteller



Selu-Kian Lealiifano-Faletoese She/Her Programmes Navigator



Tash
Lay
She/Her
Programme
Administrator



Annie Duynhoven She/Her Venue Host



our staff

Key Contacts

General Manager - Izzy Robinson <u>izzy@basementtheatre.co.nz</u> / 021 091 40223

Venue Manager - Alyssa Medel alyssa@basementtheatre.co.nz / 022 033 6559

Technical Manager - Paul Bennett paul@basementtheatre.co.nz / 021 114 2673

Marketing & Relationships Manager - Nicola Brown nicola@basementtheatre.co.nz / 0211429040

Bar & Front of House Manager - Adam Brown adam@basementtheatre.co.nz / 027 383 1014

Systems Catalyst - Tasha Tziakis tasha@basementtheatre.co.nz / 027 249 3346

Digital Storyteller - Taute Vaai marketing@basementtheatre.co.nz / 021 265 0785

Programmes Navigator - <u>Selu-Kian Lealiifano-Faletoese</u> <u>selu@basementtheatre.co.nz / 021 207 5573</u>

<u>Programme Administrator - Tash Lay</u> programming@basementtheatre.co.nz/ 029 022 95966 Basement Theatre
Lower Greys Avenue
Auckland 1010
09 309 7433
basementtheatre.co.nz

Basement Theatre PO Box 7273 Wellesley Street Auckland 1010



Nau mai haere mai ki te rohe ā Ngāti Whātua Ōrākei me te whare tapere o Basement.

Welcome to the sacred waters of Te Wai Horotiu and welcome to Basement Theatre! Before we get into it we take this moment to acknowledge the rightful custodians of these lands, their ancestors and their mana motuhake here in Tāmaki Makaurau.

We're really excited to have you and your show at our place. We've put together this pack to help answer your questions. If you have any other questions regarding the venue or how your show might work, please send Selu-Kian an email.

Please read this pack in full as the answer to many FAQs can be found here!

Afterwards, head to the Artist Base on our website - www.basementtheatre.co.nz/resources. This is your one-stop-shop for resources, templates, guides and everything you need to get your show humming like a busy lil' bee! Bookmark this page so it's nice and handy for you to return to at any time.

This handbook is a breakdown of all of the things that need to happen before, during, and after your season. To help you find the answers you need, we have broken everything down into these handy sections:

Venue & Technical/Box Office/Money Talk/Marketing

If you have specific queries, refer to the FAQ section, and if you still can't find the answer, drop us an email and we will do our best to sort it.



Risk Share to 'Hire For Nothing'

In 2012, Basement Theatre received funding from Creative New Zealand as part of the Toi Uru Kahikatea investment programme to run under the 'Risk-Share' model.

Under the risk-share model, we would normally take a 20% cut from your box office as a venue hire charge - so if you win, we win, and if you go down, we'll be right there to catch you!

However, in 2022 we considered the rocky times and decided to operate a 'Hire For Nothing' model. We are pleased as punch to be able to continue this initiative in 2025. This means that Basement won't be taking that 20% cut from your box office for shows with seasons that are three nights or more - a zero venue hire for artists! Woohoo! Hopefully this will help take a little bit of that financial stress off. No cut means you could consider spending that money on something that will take

your show to the next level - like putting a little cash in your collaborator's pockets, flashy tech, an epic set, adding an accessible performance or some spicy costumes. Make the most of it!



Venue & Technical

Our Bar

We have wonderful bar staff at Basement. The bar is open from Tues - Sat at 5:30pm.

You can totally utilise the bar to extend the experience of your show/event for your audience.

Some options are:

- 1. You can wine and dine your guests on opening night with a bar tab or catering that you bring in! Just get in touch with Adam on adam@basementtheatre.co.nz to chat through options
- 2. Some past shows have done a themed drink for their show. We have some guidelines around this to take the pressure off our gorgeous bar staff as we're not quite equipped as a full-service cocktail bar. It can't be too complicated (for example, many ingredients with multiple steps) and should avoid niche and hard to find ingredients (such as less common juices or garnishes like edible glitter). However, be sure to confirm with Adam as we may be able to supply them from our stock or order them directly. You are more than happy to provide your own ingredients if we cannot source them.

We advise you to come up with an idea yourself and run it past Adam, who can help finalise it with you. We really enjoy it when the cocktail feels thematically relevant to your show in some way, big or small, but there is no pressure in that regard. Please get these ideas to Adam at least two weeks before your show opening date.

3. We have a projector in the bar where you can project video (without sound) or still image against the wall of the bar (sometimes the projector is not available, so chat to Paul, our Technical Manager about this)



Our Technical Manager

Our Technical Manager Paul, will be there to supervise the pack-in and your use of the equipment, space, and to answer any queries that you might have. He is not there to pack in or operate your show for you.

Get a Crew Together

It's up to you to get a crew together to bump your show in, rig the lights, move the seating block etc. This is way easier than it might seem - get your cast to help you out, get your Mum or Dad to make some scones, ask your mates etc. On the day, go over your plan before you start so that you make the most effective use of your time.

Provide Your Own Operator

We provide a technician to operate your show, but remember, you'll need to pack the show out on the other side, so keep that crew with you! If your show requires more than one Operator, you'll need to provide that second one yourself.

We have a number of great operators and technicians who have worked in the venue before. If you would like a recommendation, please contact Paul. You will need to pay a technician, so it's a good idea to budget for this upfront (at Basement, we charge operators out at a rate of \$40.50/hr+GST at a three hour minimum). Please note: your crew NEED to rig your own lights, Paul cannot do your rigging, lighting design or operating. If you would like to hire an operator through Basement, you will need to confirm this with Paul at least two weeks in advance.



We Provide Rostra and Seating

We have rostra and seating in the venue that can be arranged and moved however you like. We have enough seating for 118 people in the Theatre and 63 in the Studio. When you arrive, the seating will be in a set end-on configuration.

We Provide Lighting and Sound

We have a basic selection of lighting and sound equipment that is available for you to use, mostly free of charge. Please see our technical inventory provided. A House Rig is provided for the duration of the Silly Season, and a few base Lighting Designs. You can add one additional special for your show, if it needs it. If you need more than what is on offer chat with Paul to discuss your options.

A Few Design Clauses (sorry!)

We cannot allow glitter or feathers in your production - unless you can make a really good case for why your show needs these elements, and clear it through prior arrangement. Sand and soil cannot be used as these elements can cause serious health risks. Please note that smoke, haze, steam and fine powders will set off our fire alarms, and therefore cannot be used in your production at Basement.

Runtime and Intermissions

Maximum runtime for shows is 60 mins with no intervals. If your show surpasses the maximum runtime, please inform us at your earliest convenience as this could affect the runtime of others shows that we have programmed, and could jeopardise your slot in our season.

WIFI Access

We will provide you with the password to the WiFi guest network prior to your pack in.



The Makers Space

The Makers Space is a performing arts community space managed by Basement, that offers affordable hire rates to artists. The Makers Space is a large, flexible, well-resourced space perfect for rehearsing, workshops, auditions, table reads, production meetings etc, and is located, conveniently left of Basement. It's also great for workshops and other meetings, although please note we give preference to community arts, theatre and performance hirers.

The space to hire is **\$10** an hour (inc GST) for independent artists and producers, and unfunded arts community groups. Our Funded Organisation Rate is **\$25** (inc GST) for funded arts organisations, education providers or other entities.

If you wish to activate The Makers Space in rehearsal for an upcoming show at Basement, we give you the choice to deduct your booking cost from your settlement at the end of your season. Once a season's programme is confirmed, Alyssa, our Venue Manager, will reach out to artists directly with a discount code, a link to our booking site and further information about the space. The booking code applied at checkout will reduce the booking total to \$0. When making a booking online, please note the name of the show the space is being used for.

We currently use the website 'Spacetoco' as our Makers Space booking system and Alyssa communicates to artists primarily through Spacetoco throughout the booking process. Bookings require a minimum 48 hours notice to be approved in time.

If you wish to have exclusive use of the space for a certain period, or have any other queries, you can email Alyssa at alyssa@basementtheatre.co.nz. Please note, the space is unfortunately not wheelchair accessible.



Pack In Meeting

The Producer and key creatives will need to attend a pack meeting with Paul no later than five days prior to your first performance date. This meeting is to talk about how you want to orientate the seating block, talk through technical elements, and troubleshoot any potential problems. At this meeting, you'll discuss all design and technical elements for your production, as well as Health and Safety documentation and production schedules.

APRA Music Rights

If you are using any pre-existing recorded music in your show you should contact APRA to ensure you are complying with music rights. It is recommended that you get in touch with Dominique (dpritchard@apra.co.nz) ideally two to three months before your show. For shows where music is used to help support narrative (scripts, plays, musicals), APRA rights are approximately \$90.00. For shows which are festivals, events, or non-scripted and non-linear work (dance, drag shows, cabaret), the APRA rights are approximately \$75.00. APRA cannot guarantee rights to all tracks, so it pays to have a larger list of tracks to seek rights for, which can then be finalised once APRA has all necessary publisher rights.

You may also need to pay Recorded Music Licensing royalties if you are using pre-recorded music. This is approximately \$150 but may vary depending on the tracks you use, and the type of work you're showing.

Health & Safety

Prior to the day of the first performance, the Producer will need to provide Basement with a finalised Risk Assessment document. The template for this will be provided to you prior to your pack-in meeting and should include a description of all hazards associated with your production, and detailed controls about how these hazards will be mitigated.

This document must be signed off by Basement prior to your first performance, otherwise we may need to delay opening doors until this is completed satisfactorily.



Accessible Performances

Basement encourages artists to consider accessible performances for their season. There are low- to no-cost options to increase audience access, such as relaxed performances, touch tours, and pre-show information, which we can support you to do yourself. There are also options that require a budget for services, such as NZSL interpretation and audio description. We have more information in a document we will send out after our Welcome Pack Meeting - created by Arts Access Aotearoa. We also encourage you to think about access needs of your creative team and cast and can help you come up with ways to think about this

Basement can:

- Help you learn to create show specific pre-show information and resources and to set up low- and no-cost accessibility options, and share general resources we've created
- Talk through how you can make your shows more accessible and how we can support you

Basement is working on:

- Ways to make our physical spaces more accessible
- Connecting with artists and specialists who can teach us best ways to practice accessibility
- Understanding what our pitfalls are for accessibility and what our abilities are with accessibility
- Being responsive to in-the-moment needs of audiences and artists coming into the venue with accessibility needs
- Setting up a floor plan for a downstairs dressing room space to cater to any shows in our Theatre who need a setup like that
- Accessible marketing, online materials, and web pages
- More detailed photos, plans, and materials to provide artists and audiences in, in advance



If You're Feeling Sick

The government mandates may be gone, but our frenemy covid (and a bunch of other nasty flus) are still hanging around. If you are feeling sick, please contact your Producer or main Basement contact so we can work with you to discuss the best course of action. If the worst case scenario arises and you need to cancel a performance please refer to the Cancellation Clause in your Contract for more information and next steps.

Pack In Hours

The maximum pack in hours at Basement are:

Sunday: 10am to 8pm

Monday: 10am to 8pm

Tuesday: access from 12pm

On performance days you will have access to the venue from 5pm. If you feel your pack-in will take longer than these hours scheduled, please let us know asap. If extra hours are required you will need to pay for a VT (\$35.5+GST per hour).

Cover Venue Tech Charges

As a 'Hire For Nothing' Silly Season show, you pay a subsidised flat fee of \$150+GST per show in the Theatre and \$85+GST per show for the Studio for a Venue Technician (or Paul!) to supervise your pack in and pack out, the Operator, and all the tech set up we'll do before the season even begins!. The VT will be there to: advise on setting up and de-installing a seating/staging config (if needed); help with technical requirements and troubleshooting; ensure your Operator is trained in some basic protocols; monitor health and safety; and ensure your team completes all parts of their pack out. Please note that the VT is only there on the opening and closing of your season. The VT cannot operate your show.



Clean Up

Just as it is our responsibility to keep the public areas clean and tidy, it's up to you to tidy and sweep the stage area each night, and to keep the green room and backstage areas clean. People use Basement all the time so we ask that you show your respect for them and us by using the correct bins provided, hanging up your costumes and keeping props stored tidily backstage. If the space is left dirty or messy, or needs any rubbish removal, you will be charged \$300+GST for the cleanup.

H&SInduction

This will happen on the day of your pack in and will be led by our Technical Manager, where they will give you a tour of the space, outline any of the hazards, and go over a few house rules.

Pack Your Show Out

You will need to do this on the night that your show closes; this means returning the space to a neutral or default state. All set, lighting and sound will need to be derigged, and the seating block returned to its default state. Set, props and costumes should be removed from the venue that evening. Items can be left overnight only with prior approval. Please clean all spaces and make sure you leave them tidy. This is important because there will more than likely be a show packing the next day.

You'll only have 15 minutes to clear the stage - But you only need to worry about your own sets/props/costumes. All the lighting and tech gear that was there when you arrived can stay there when you leave as well.



Box Office

How We Sell Tickets

Basement uses iTicket as a ticketing agent, with zero fees for the punter if they book online. They can also book with iTicket over the phone or over the bar when they arrive at Basement. Please note that Basement staff cannot take bookings over the phone or manage bookings for you, and we can't hold tickets aside for your cast to purchase.

iTICKET are Basement Theatre's sole ticketing provider and they've been with us since the very beginning! 20 years ago, iTICKET established with a mission that still applies today: Empowering promoters & venues to deliver successful events that customers love. Known industry-wide for their solutions-focused service, the talented iTICKET team provides outstanding support for clients and customers alike.

While your main ticketing contact at Basement Theatre is Systems Catalyst Tasha Tziakis, additional support from iTicket can be reached at promoters@iticket.co.nz if required.



Getting Tickets on Sale

To get your tickets live, you will need to complete a ticketing form which Tasha will send you and send us your images. Once you've sent this in, Tasha sends to iTICKET to build.

There are two options in 2025 for ticket prices.

1) Standard Ticket Prices

Ticket prices are set at \$17 (Early Bird Concession), \$27 (Early Bird Adult), \$20 (Concession), \$30 (General Admission), \$22 (Cheap Wednesday), \$31+ (A donation ticket price if the audience wants to pay more than the General Admission price. They choose what they want to pay up to \$100). Please make sure that your budget reflects this. Concession includes seniors, students, unwaged, Under 30 and Equity Members.

2) Choose What You Pay

Your audience will choose what they pay between \$8 and \$100.

In a nutshell, the Choose What You Pay ticket type is about equity. It offers more opportunities for different people to see and support your show. It gives audience members the agency to pick their own ticket price without experiencing judgement, and it gives artists the chance to get more communities closer to their work. For some audience members, a manageable offering might be a few dollars and a standing ovation. But for others, it might be a significant payment that quietly makes a big difference to your income and overall sustainability.

To find out more about Choose What You Pay, head to the Artist Base or get in touch with Nicola or Tasha.



Ticketing fees

All tickets (except comps) have an inside charge of \$2.65 (inc GST).

This includes a \$1.15 per ticket charge from Basement and a \$1.50 charge from iTicket.

This is the same across Standard and CWYP

Ticketing Deals

Cheap Wednesdays: We encourage that 50% of your tickets on the Wednesday of your season be available at \$22 (For the Standard Ticket Price option). This will help bump up your house numbers on a traditionally slow night and generate valuable word of mouth early on in your season.

Track your Ticket Sales

You will need to register with iTicket to become a partner on the event so that you can access it and track your ticket sales. Tasha can help you out with this once you've made an iTicket account. It's really important to keep an eye on sales in the couple of weeks leading up to your show and when your show is on. You can opt in to receive weekly or daily ticket sale reports.

Ushers

Ushers check tickets and are responsible for opening and closing the doors. As per your contract with us, your team needs to provide an usher on the Opening and Closing nights of your season. It is wonderful for audience members to know the face behind the project and feel welcomed into the space by those involved in the show. For the remaining performances in your season, we will provide a volunteer usher. On the other nights, our Front of House staff will brief the ushers, but please ensure that our Front of House Manager is well aware of how you want this done, i.e. you may have an interval or a moment when you need to open the doors for a performer. If you're struggling to secure ushers for your opening and closing nights, please inform Adam. We may be able to arrange volunteer ushers, provided we are notified at least **two weeks** in advance.



Comps

You can have up to six comps in the Theatre and four in the Studio every night except opening, and four house comps are reserved for Basement to use in the theatre, and two in the Studio.

Please let Tasha know the amount of comps you want to put aside for opening night so that we can take them offsale (we recommend a minimum of 50% of your opening night house). We recommend sending invites out at least three weeks before opening night. If you need assistance comping out your Opening Night, please get in touch with Nicola and Tasha when you receive your comp sheet, they will be able to support this process. The more lead up time, the better!

If you are within your allocated comps limit there is no additional ticketing charge, however, if the number of complimentary tickets issued for all non-opening night performances exceeds the number of tickets sold for the same period, a one-off fee of \$100 + GST will be charged by iTicket, and will come out of the producers settlement or will be invoiced should there be a negative settlement amount.

Tasha will send you a Google Sheet at least three weeks before your opening night to put your comps into. We recommend that cast/crew comps are used on opening night. If your season starts to sell out and you are trying to accommodate comps at the end of the season, you might compromise some precious ticket sales.

The comps sheet has a second tab where you can share all the front-of-house details we need to know about your show. You need to fill out this front-of-house tab before opening night.

Comps are sent every day by 12pm, except that Friday and Saturday comp tickets will be sent on Thursday afternoon as Tasha does not work Fridays. Please make sure that your comp sheet is filled out accurately with RSVPed ticket amount, first and last names, and email addresses before the deadlines to ensure your comps get sent out.



Money Talk

Budgeting

The Basement team has a lot of experience producing work and can help you create a budget for your show that is realistic. You will see there is a budget template provided in the Artist Base. Have a go at filling this out, we don't mind if it is your first time creating a budget, we are happy to help you! We don't want you to make a loss on your show so let us help you out.

Basement Break Even

Usually Basement Theatre budgets on each show reaching a 40% house. If you are programmed with us it means that we believe you can make this target. Even though venue hire is 'Hire For Nothing' we still encourage you to reach for this target so that you can achieve fair pay rates for you and your team. You can use that extra money to pay yourselves a decent share of the profits so let's work together to hit that mark!

Box Office Payout

On the Tuesday after your show closes, we will send you an email requesting your bank account details. Once we have received your bank details, the settlement will be paid out within 20 working days. We will generate a settlement invoice on your behalf which includes our share of venue hire and deduct any expenses owing. There will be a breakdown of the total ticket sales and any expenses deducted.

Funding Opportunities

Need a bit more money behind you? Have a look into applying for funding through these organisations: Creative NZ, Waitematā Local Board, Creative Communities Scheme, Boosted (crowdfunding campaign), Burnett Foundation Aotearoa, Peacocke Foundation, Rule Foundation and more. You can find out more about these funding avenues on the Artist Base.



Debrief and Feedback

After your season, please fill in your feedback survey. We will also be in touch to organise an in person feedback session. We are constantly improving our systems here at Basement and your voice is absolutely vital for this. If something goes wrong then tell us so that we can make it right. We also need to know when things are going well so that we can keep doing them. Many of the great things about us are there because artists have been honest about both our weaknesses and our strengths. We take all feedback seriously and we try as much as possible not to take it personally!

If there is something specific that you want feedback on or you just want to talk about your Basement experience then we would love to sit down and work it through. We can do this as a group or individually, it's up to you. If you want us to provide creative feedback we are also happy to do this.



Marketing



First Steps

We need the following from you:

- A blurb about the show
- Your original marketing image (web) at least 1MB, no text overlaying image
- Your original marketing image (print) high-res, no text overlaying image
- iTicket images (540wx630h, 1600wx800h, 500wx500h)
- A copy of your media release which should be sent to Nicola for sign off.

We will be asking for an image from you pretty early on in the process so that we can include your show in the season launch. This can be a placeholder image and can be easily swapped out once you have your final image!

How We Support You

- Our website (basementtheatre.co.nz) has event details, booking details, photos, and images of all current and upcoming shows.
- We will talk about your show in our e-news and publicise it on our social media channels.
- We launch a flyer every season, and will include the key details of your show.
- We will put up two A2 posters in the venue, one in the bar and one in the bathroom.
- We will also set up a meeting with you to brainstorm marketing and publicity ideas together!

Our Poster Template

We require your A2 show poster that gets put up in the venue to be in our Silly Season poster template. The poster templates/guidelines that we require you to use are in the Artist Base. If you supply your graphic designer with your image plus our template and guidelines, they will be able to fit everything in together. It's easy as, and should reduce your design costs considerably.

Please send your media release, poster and flyers for signoff to: nicola@basementtheatre.co.nz. She can also help you with any questions you might have. You should aim to have your poster design signed off six weeks before opening night, so try and engage a designer early on.



Posters and Flyers for the Venue

As soon as you have your posters signed off, Basement will print 2 x A2 to display at the venue on your behalf. This will be free of charge. However, if we receive your signed-off poster within 7 days of your season, we will charge you a \$40+GST rush print fee. We want to be able to fit everyone's posters on the walls, so we only allow A2 posters in the venue. If you have flyers, drop them off to the bar to display during opening hours.

Social Media

We will give each show one Instagram post and \$15 towards Social Media boosting per performance night.

During your marketing meeting, we can chat about social media and talk you through what works best on Basement's page to really make your social media campaigns shine. We'll help you plan a social media schedule, talk through options around paid social media advertising, and discuss what we will post on Basement Theatre's social channels to support your show.

We recommend that you create a Facebook event to invite your friends along - it works as a helpful reminder for them! Don't forget to add Basement Theatre as a co-host. This helps you gain greater reach from people who are subscribed to our events and it also appears as a suggested event to people attending other Basement events.

As an artist programmed at Basement, you are part of a special community. Join our Basement Makers Facebook group and Instagram page to keep updated on artist info, and to find other creatives for your team if you are still building it.



Marketing Resources

We have heaps of resources and marketing opportunities available on the Artist Base such as:

- Marketing Timeline
- Marketing Checklist
- Marketing Collateral downloads Font, Logo, Poster Template
- Publicity
- Phantom Billstickers
- Video Content Creation
- 95bFM



FAQs



FAQs and their answers... mostly

How do I put my show on at Basement Theatre?

You put in a submission! We are dying to hear from you. You can find the submission form on the website in the For Artists section.

When do you take submissions?

We programme in seasons - Summer, Winter and Spring. We will announce when submissions are open on the For Artists Page of our website and on the Basement Makers Instagram.

What does it cost to put on a show at Basement Theatre?

It costs you nothing up front. Nothing. Nada. Zip. Bupkis. At the completion of your season, we will take out any staffing, gear hire, Makers Space hire and ticketing fees.

When are the CNZ and Auckland Council Funding Rounds?

The best way to find the information is to look on the organisation's website, go to the "Funding" tab on the Artist Base for a list of links to follow.

Can you write me a letter of support for my funding application?

If we have programmed your show and you have received confirmation of the programming, and you give us plenty of Notice (2 weeks before the due date is best) then we can write you a letter of support.

Can I use the Basement furniture for my set?

All of our furniture in the bar needs to stay where it is, and cannot be used in your show. However we do have a few key items such as stools, trestle tables and chairs backstage - just ask Paul during your pack-in meeting.

How do I find an operator?

If you require an additional operator for Silly Season, we can give you a few recommendations if you like, and you can hire someone through us if you give us at least two weeks 'notice.

How many parking spaces does Basement Theatre have?

None. Basement Theatre has NO parking available for artists. There is a loading zone in front of the steps for drop offs and pick ups only.

When will I get the money from my season?

Once we have received your bank details the settlement will be paid out within 20 working days.

What is the capacity of the space?

The Studio seats 63 and the Theatre seats 100. These numbers include your house seats and Basement's - but not the seat for the usher.

What does Basement Theatre being "The Agent" in regards to ticketing mean?

It means that we are selling the tickets on your behalf rather than our own, and that you are listed as the promoter of the event. This means that we don't have to keep the GST on the tickets, we can just pass all the income less our percentage and any bills.

