RED DEER MEMORIAL CENTRE

Venue Terms

Version as of July 1, 2026. This Venue Agreement applies to all rentals of the Red Deer Memorial Centre. Rates referenced here are published in the Rental Rates & Charges schedule.

1. Booking, Deposit & Payment

- A non-refundable deposit confirms the booking and is credited to the final invoice. Until RDMC receives this signed Venue Agreement and the deposit, dates are tentative and may be released. Tickets are posted for sale on Showpass once the deposit and signed contract are received.
- RDMC sets the deposit based on its reasonable estimate of costs and risk. Short-lead or higher-risk events may require a larger deposit or prepayment.
- For non-ticketed events, final payment is due 14 days before the event. Ticketed events are reconciled by post-event settlement; settlement is issued within 14 business days after the event. Invoiced balances are due within 14 calendar days.

2. Insurance

- The Agreement Holder maintains $2,000,000 commercial general liability insurance, names CATS/RDMC/City of Red Deer as additional insured on a primary, non-contributory basis, and provides a Certificate of Insurance at least 14 days before the event.
- Failure to provide proof of insurance by the deadline is a material breach; RDMC may refuse access, refuse to confirm, or cancel, and may apply the deposit to costs incurred.

3. Cancellations, Changes & RDMC's Rights

- If the Agreement Holder cancels, applicable venue fees and any staffing and ticketing costs incurred are payable; the deposit may be retained in whole or part, with any unused balance returned.
- Date changes are at RDMC's discretion, subject to availability and applicable fees.
- If RDMC cancels due to force majeure or safety/operational necessity, its liability is limited to a refund of deposits or prepaid fees. Ticket refunds are handled per the ticketing rules.
- RDMC may refuse, cancel, or terminate a booking where it reasonably determines the event or any associated party presents a material operational, safety, legal, reputational, or financial risk, and may apply the deposit to amounts owing to the effective date.

4. Technical Staff & Equipment

- An RDMC technician must be present whenever theatre systems are accessed — load-in/out, rehearsal, and performance. Technician time is billable from scheduled arrival to final exit (4-hour minimum).
- Additional technicians are scheduled by the Technical Manager based on event needs and safety. RDMC technicians support safe operation and basic house programming; they are not a substitute for a production crew.

5. Front-of-House, Security & Bar

- RDMC provides a Front-of-House Manager for public performances (4-hour minimum). Additional FOH staff may be scheduled as needed.
- RDMC may require licensed security based on event type and attendance, billed at market rate plus admin fee.
- All alcohol service is exclusively through RDMC's licensed bar. No outside liquor, self-service, or special-occasion permits. If the Agreement Holder restricts bar service, an un-corkage fee applies.

6. Merchandise, Food & Beverage

- Non-food merchandise may be sold in approved locations; tables are provided and a 10% commission on gross sales applies. If RDMC staff sell on the Agreement Holder's behalf, hourly staffing charges apply.
- The RDMC concession is the exclusive seller of all food and beverages, including candy, gum and similar items. Outside food or beverage sales are not permitted.

7. Ticketing

- All ticketing for public events — paid or unpaid — must run through the RDMC Box Office unless RDMC approves otherwise in writing. Tickets sold outside the Box Office incur a per-person surcharge and may be refused as invalid.
- Complete event details (pricing, seating holds, on-sale date, discounts, access needs, patron messaging) are due at least 30 days before the on-sale date; ticket proofs must be approved at least 7 days before on-sale.
- Per-ticket Facility and Ticket fees are collected by RDMC; Service and processing fees by the ticketing provider (see Rental Rates & Charges). Refunds and exchanges, if permitted, must be authorized by the Agreement Holder and approved by RDMC.
- After the event, RDMC prepares a settlement summary, deducts applicable fees, and remits net proceeds within 14 business days. Discrepancies must be reported in writing within 5 business days or the settlement is deemed accepted.
- Registered charities may enable optional donations with a CRA number and are responsible for issuing receipts. Ticketing is subject to Alberta's Personal Information Protection Act (PIPA).

8. Agreement Holder Responsibilities

- Comply with all laws, fire code, AGLC regulations, and RDMC policies, including the Code of Conduct below.
- Events over 90 minutes total running time must include at least one intermission; non-compliance incurs a per-ticket penalty.
- Provide all required licenses (e.g., SOCAN/Re:Sound) and, for any raffle/50-50/gaming, provide the AGLC licence at least 5 business days before the event.
- Remove all belongings and restore systems to house state by the end of the rental period; additional labour/restore fees may apply.
- Glitter, confetti, streamers, and beads are not permitted in the RDMC facility.
- It is prohibited by the Canadian National Fire Code – 2023 Alberta Edition to use any type of combustibles, fireworks and pyrotechnics in the RDMC Complex.
- Service animals are permitted; program-integrated animals may be allowed only with prior written approval.
- No endorsement: RDMC provides venue services only and does not endorse the event. Marketing must identify the Agreement Holder/promoter as the presenter and may not use RDMC names or logos without written approval.

9. Release & Indemnity

The Agreement Holder releases CATS/RDMC/City of Red Deer and their personnel from liability related to the event or venue use, to the extent permitted by law, and indemnifies them against claims arising from the event or the Agreement Holder's acts or omissions, including intellectual-property and tax matters.

10. Code of Conduct

RDMC is committed to a safe, inclusive and respectful experience for audiences, performers, renters, volunteers and staff, regardless of race, gender, age, sexual orientation, ability, appearance, body size, national origin, ethnicity or religion.

RDMC may remove any person engaging in unacceptable conduct and may refuse future rentals or attendance. Unacceptable conduct includes: abusive, threatening or discriminatory language or behaviour; harassment or violence; intoxication or impairment; alcohol not served in RDMC-licensed areas; minors in possession of alcohol or cannabis; unauthorized access to restricted areas; interfering with performers, staff or an event; weapons or illegal substances; smoking or vaping inside or within 5 metres of

entrances; obstructing aisles or sightlines; and failure to follow safety, seating or evacuation instructions. RDMC may stop or cancel any event where behaviour endangers people or property or breaches AGLC regulations.

11. General

Time is of the essence. Adherence to the confirmed schedule, load-in/out times and payment deadlines is essential to RDMC's operations. This signed Venue Agreement, together with the Rental Rates & Charges schedule, constitutes the entire agreement between the parties. Amendments must be in writing and signed by both parties.

Red Deer Memorial Centre · Operated by Central Alberta Theatre Society
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