



kirklees
**TOWN
HALLS**



KirkleesTownHalls.co.uk

Ticketing & Box Office Guidance Notes for Huddersfield Town Hall

Dear Event Organiser,

Please find attached details of our ticket sales guidelines for Huddersfield Town Hall. These must be adhered to and are a condition of hiring the venue.

CONTENTS

- Revised full seating plan
- House seats
- Wheelchair spaces
- Disabled Performers
- For groups using spot lights and mixing desks
- Publicity pack
- Kirklees Town Halls Box Office facility

1. REVISED FULL SEATING PLAN

Huddersfield Town Hall now has a sellable total of 1177 seats. Not included in this total are wheelchair positions and house seats.

2. HOUSE SEATS

On the full seating plan the following seats will be held as house seats. These are the Stalls Q8 - 11 and R8 - 13 and the Balcony G 8-11 (4). These seats will be held back in case customers need re-housing on the night of the show and are not available for sale.

3. WHEELCHAIR SPACES

We are able to offer up to 3 spaces for wheelchair positions and their carers. **All wheelchair bookings must come through Kirklees Town Hall Box Offices.**

For your info the wheelchair spaces + carers are positioned on row Q at the rear of the hall.

Group Bookings for customers with mobility issues (ie Care Homes) please contact Boxoffice.

We regret that we are unable to allow customers in wheelchairs or with restrictive mobility into the Balcony or Gallery of the Concert Hall.

T: 01484 221900 E: gary.ellis@kirklees.gov.uk



4. **DISABLED PERFORMERS**

Will Concert Promoters please note that access to the stage can be gained with the use of the stage extension and seating removed on the high numbers side of the Stalls.

The lift cannot be moved into position on the night or at short notice. Therefore prior consultation is therefore essential and must be notified when tickets are ordered.

5. **MIXING DESKS, FOLLOW SPOTS, ADDITIONAL LIGHTING / PA TRIPODS**

Mixer Desk position is the Stalls just in front of the Balcony overhang Rows O-P 17-25. If the mixer desk is in use additional seating behind the desk also needs to be held off Q8-16, R8-16, S7-16. These seats will be held reserved on the Box Office system at the time of booking and will be released once full technical requirements have been given.

The following seats have been held back in the side balcony for additional PA and Lighting Positions. A1-9 and A64-67, B1-10 and B71-80, C1-4 and C72-75, D1-5 and D42-46. These seats must not be sold but be held back for the positioning of your equipment.

If follow spots are required they would be positioned in the side Gallery.

6. **PUBLICITY PACK**

Within your booking pack you will find information on how to publicise your event. It is important that you don't advertise your event before the tickets go on sale.

To maximise your sales please include our telephone number and website address on all your publicity:-

BOX OFFICE: 01484 225755

BOOK ONLINE: www.kirkleestownhalls.co.uk

7. **TOWN HALLS BOX OFFICE FACILITY**

Kirklees Town Halls have Box Office outlets in Huddersfield, Dewsbury, Cleckheaton, Batley and Holmfirth and we also share the box office system alongside Lawrence Batley Theatre in Huddersfield.

The use of this system is mandatory for all concert styled events. Once the system has been programmed with your concert / show information we will be able to do the ticketing for your event in a number of ways:-

- We can sell all the tickets for your show via our 5 Box Offices.
- We can issue you a proportion of the tickets to sell directly to your patrons*
- We can offer pre sale dates to your patrons*
- We offer online booking via – kirkleestownhalls.co.uk

*To maximise sales, publicity and exposure a negotiated proportion of tickets will be retained by Kirklees Town Halls to sell via our Box Offices and online through our website. Pre sale dates can be offered to your patrons or alternatively batches of tickets can be issued to you to sell to your patrons directly. **Please note that tickets that remain unsold by your organisation must be returned to our box office for general sale no later than 21 working days before your event.**

T: 01484 221900 E: gary.ellis@kirklees.gov.uk

The cost of the facility will be covered in your hall hire charge. Therefore there will be no additional charges for ticket stock or ticket printing or sales people on the night of your show.

The only cost incurred will be a very competitive 5% commission on the tickets that we sell.

Finally we want to ensure the success of your event and the satisfaction of your customers. Please carry out the recommendations from our guidelines.

If you have any queries regarding these guidelines please do not hesitate to contact us.

Yours assistance in this matter would be much appreciated.

T: 01484 221900 E: gary.ellis@kirklees.gov.uk





kirklees
**TOWN
HALLS**



KirkleesTownHalls.co.uk

Helpful Tips and Advisory Notes for Running a Successful Event

Firstly we'd like to welcome you to Huddersfield Town Hall. Below are a number of items that need to be addressed in advance of your hire date. This is to ensure the smooth professional running of your event.

GET IN / REHEARSAL TIMES

What time do you require access to the building for bringing in technical equipment, costumes and instruments etc. Also what time do the performers arrive and what are your rehearsals times.

SEAT HOLDS

What seats would you like holding on our Box Office? You may need seats being reserving for VIP's, Guests, Performers, Steps up onto Stage, Video Camera and also lighting positions. This information is required before the event goes on sale.

NUMBER OF PERFORMERS

To help gauge the size of the event please advise us with an estimate on the number of performers and also if under 18 an estimate of their age ranges. Also please be aware that for welfare purposes all under 18's must have a proportionate number of carers / chaperones to supervise them, when inside the building.

DRESSING ROOM ALLOCATION

Have you considered your dressing room allocations? A visit to the venue prior to the performance can help visualise who goes where.

THE ROLES OF CHAPARONES / CARERS / TEACHERS ARE TO:-

Please note that the above persons must be a responsible adult aged 16 and over

- Conduct regular head counts of your party
- Agree a meeting point with anyone who gets lost
- Ensure dressing rooms are kept tidy
- Ensure children are adequately supervised at all times.
- Collect / Escort children to and from Stage
- Ensure the children in their care are well behaved.

EASILY IDENTIFIABLE

For organisational and security reasons organisers and chaperones must be easily identifiable. If children are taking part a name badges, wrist bands, t-shirts or laminates must be provided by the organisers.

T: 01484 221900 E: gary.ellis@kirklees.gov.uk



SIGNING IN AND OUT

In line with health and safety legislation it is a requirement that all performers, crew and management of the company sign in at a designated table. For speed sometime it is easier to have the performers listed by class / group on separate class sheets and in alphabetical order. The sheets are separate for classes as it may help you when signing out at the end of the performance.

SECURITY

We normally encouraged performers not to bring expensive computer games, mobile phones and other valuables backstage. Please ensure that you keep fire doors closed at all times and should not be used for short cuts or cigarette breaks.

RESPECT THE HALL & OTHER USERS

The Hall is a historic building. Please respect the building and ensure the backstage area (notably the dressing rooms, corridors and toilets) are left in a reasonable state at the end of the performance. We are happy to provide bins bags if you require any. We make every effort to ensure your event is professional and is run as smoothly and as safely as possible, please promote a positive image of your organisation by behaving appropriately and giving due consideration to other performers and the customers present in the venue.

COLLECTION / PICK UP POINTS

To avoid confusion at the end of the performance it's advisable to consider pick up points for parents in advance. In our experience we find that it is best to have the younger children (8 and under) collected from one area and the older children from another. Not only does this reduce congestion it also gives clear information to parents and also venue staff.

It is recommended at the end of the evening the chaperones bring small groups of children to the agreed collection point and the parents are called for and the children are signed out one by one.

TECHNICAL REQUIREMENTS

To ensure the smooth running of your performance we require full technical requirements four weeks in advance of your event. Our technical manager is Andrew Wrixon and can be contacted on 01484 221900 or andrew.wrixon@kirklees.gov.uk

IN AN EMERGENCY

Please refer to the signage within the dressing rooms on information of what to do in an emergency. Also when appropriate a member of staff from the hall will arrange during rehearsals a fire alarm test and discuss fire evacuation procedures with the performers.

PERFORMING RIGHTS - PRS

The Council is under an obligation to supply to the Performing Right Society details of live music played on every occasion when the Venue is let. On the day (or preferably in advance) please supply details of any music to be performed live at the venue to a member of town halls staff .

ANCILLARY SALES / CHARITY COLLECTIONS

Please note that we must have written notice of any charitable collections / raffles. We also require notice if you intend to sell merchandise, CD's and programmes and who will be selling them.

AFTER SHOW FUNCTIONS

Are you intending to host any after show parties and functions, our Bookings and Catering team are happy to discuss your requirements?

T: 01484 221900 E: gary.ellis@kirklees.gov.uk