

Theatre rental questions-and-answers (Q&A)

Who operates Centennial Theatre?

Centennial Theatre is operated by North Vancouver Recreation & Culture (NVRC), an entity of the City of North Vancouver and District of North Vancouver responsible for providing recreation and arts experiences that enrich the community.

What is the theatre's capacity?

Centennial Theatre is the largest multi-purpose performing arts venue on Vancouver's North Shore with 658 seats. Due to fire regulations, no additional seats, standees or people sitting on the steps are permitted.

The Performance Studio can hold 50 people seated theatre style depending on the performance set up.

What sort of events can be held in the theatre and in the performance studio?

The theatre is suitable for all sorts of events including performances, screenings, festivals, workshops and lectures, corporate receptions and events, celebrations and private functions.

The performance studio is available to rent for smaller special events and receptions, dance classes and the like.

Is the theatre or performance studio available to rent for filming?

Yes, but our calendar fills up early so it may be challenging to find a date.

How much does it cost to rent the theatre?

Our current rental rates are posted on the [Theatre Rental](#) page of our website.

Do I need to make an appointment if I'd like a tour of the theatre?

Yes, as the theatre is frequently in use by other groups. Email TheatreRentals@nvrc.ca to coordinate a site visit.

How can I find out what dates the theatre is available to rent?

All requests must be made online or by email. Complete and submit the [theatre rental form](#) or email TheatreRentals@nvrc.ca.

How far in advance do you take bookings?

We start taking bookings up to one year in advance. Our booking calendar opens on the first of the month. Bookings must be confirmed, with a signed contract and deposit paid, at least one month prior to your event date to provide sufficient time for scheduling our unionized staff and for the completion of all required paperwork.

How do I reserve my dates and make a deposit?

Please submit your request online or via email. Please include a description of your event to determine suitability for our theatre. New clients may be required to provide references from other venues they have rented with.

To hold a date, a completed application form must be submitted and approved. To confirm a held date, both a signed contract and a 50% non-refundable deposit are required. This deposit amount will be put towards your final amount owing.

What if I need to cancel my booking?

The 50% deposit required to confirm your booking is non-refundable. Within 30 days of your event, all fees are non-refundable. Depending on the circumstances, you may be eligible to have your deposit rolled over to a new date within the same calendar year.

What staff are provided with my rental?

All rentals of the main theatre include one technical supervisor and one technician for the duration of your booking, and one front-of-house supervisor for six hours and three ushers for four hours each. More staff or longer shifts can be added for an additional fee.

For performance studio rentals, if it is being used for a rehearsal for less than 10 people, the room can be booked without staff or with a technical supervisor. If the rehearsal booking is for 10 or more people, a technical supervisor is required. If the space is being used for a performance, one technical supervisor and one front of house supervisor are included. More staff or longer shifts can be added for an additional fee.

See the current rental rates on the [Theatre Rental](#) page of our website for more details on fees, what staff are included and additional staffing costs.

What are the technical specifications for the theatre?

You can find detailed information on technical specifications at nvrc.ca/centennial-theatre/technical.

Do you provide any lighting or sound equipment for my rental?

Centennial Theatre has state-of-the-art sound and lighting systems which are included in your rental fee. There is also a projector available at an additional fee. Details of the Centennial Theatre's equipment and inventory can be found at nvrc.ca/centennial-theatre/technical.

Can I use my own equipment?

Any outside equipment may not be compatible with our equipment and systems. All outside equipment must be approved by the Technical Supervisor and must adhere to fireproofing standards. Please contact our Technical Supervisor at CTCTech@nvrc.ca if you have questions about using your own equipment.

Can I use my own technicians?

Additional technicians may be permitted with approval from the Technical Supervisor, but Centennial Theatre technicians must still be present to supervise and assist, and cannot be replaced by your technicians.

Who do I contact if I have technical questions about my event?

Please contact our Technical Supervisor at CTCTech@nvrc.ca. Include the date of your event in your initial communication.

Do you provide ticketing services?

Centennial Theatre uses [Showpass](#) as its ticketing system and provides a full-service box office that all productions must use for reserved seating events. Advance ticket sales services are available online 24/7 and through our in-house box office Tuesdays to Saturdays from noon to 5pm with reduced hours in the summer months. Visa, Mastercard and American Express are accepted. There are two service charges which are paid by the ticket buyer and must be included the advertised price of the tickets. You will receive regular ticket sales reports in the lead-up to your event.

What insurance is required to rent the theatre?

An insurance certificate issued to the same name as on the rental agreement is mandatory before any event can take place.

Getting an insurance certificate can sometimes take longer than you expect, so we suggest starting right away. It is recommended that you forward the info below (from the rental agreement) to your organization's insurance company and they should know what to do.

The facility renter shall, without limiting its obligations or liabilities herein and at its own expense, provide and maintain the following insurances with insurers licensed in British Columbia and in forms and amounts acceptable to the theatre:

- Comprehensive general liability insurance with a limit of not less than five million dollars (\$5,000,000) (or such other amount as the theatre may choose), inclusive per occurrence for bodily injury and property damage including loss of use thereof.
- Such insurance shall extend to cover the facility renter, its officers, employees, servants, agents, contractors, and volunteers and shall include the theatre, its officers, employees, servants, agents and contractors as additional insureds with respect to liability arising out of the use or occupation by the facility renter of the site location.
- The facility renter shall provide the theatre with evidence of all required insurance at least four weeks in advance of your event.
- Such evidence of insurance shall be in the form of a certificate of insurance.
- When requested by the theatre, the facility renter shall provide certified copies of required insurance policies.

These certificates will be issued by the insurer or insurance broker of the facility renter and must contain the following information:

- a) Name of insurance company and the binder or policy number;
- b) Name and address of the insured (facility renter);
- c) Policy period (covering at least the period the agreement is in place
- d) Policy limits;
- e) Description of insured operations and location(s) including coverage for the City of North Vancouver, the District of North Vancouver, and the North Vancouver Recreation and Culture Commission;
- f) Signature of authorized representative and date.

NOTE: Policies containing exclusions regarding injury to participants of sports or dance/performances shall not be acceptable to the theatre.

Do you offer concession service?

The Centennial Theatre operates its own concession and there is no additional cost to have concession available at your event. Concession services are subject to staffing availability. Alcohol is not permitted to be sold or served by anyone other than Centennial Theatre staff. Our liquor license prohibits alcohol outside the lobby, patio or main theatre.

What products does the concession sell?

The concession offers a number of cold and hot beverages and snacks. This includes beer, wine, cider, pop, juice, water, coffee, tea, chocolate bars and candy.

Can food and drink be brought into the theatre?

All food and drink sold by the Centennial Theatre's concession, including alcoholic beverages, may be brought into the main theatre. Outside food and drink is not permitted except for tea and water.

All food and non-alcoholic drinks sold at the concession can be brought into the performance studio.

Can I sell or offer free food to my patrons?

Catering is permitted in the lobby subject to compliance with health regulations required by Vancouver Coastal Health. Alcohol is not permitted to be sold by anyone other than Centennial Theatre staff.

Am I able to host a reception or sell merchandise in the lobby as part of my rental?

Use of the lobby is included with your rental of the theatre. The lobby can accommodate 12 five-foot tables. Lobby sales for programs, CDs, merchandise, etc. can be arranged through the Front of House Supervisor.

Can the theatre accommodate patrons using wheelchairs or mobility scooters?

Yes, Centennial Theatre has six wheelchair accessible spaces and four rows of seats that can be physically removed with advanced notice for additional wheelchair access. There is also elevator access to the lower level theatre seats and accessible washrooms. Please let the theatre know ahead of time if you are aware of patrons who will be using accessible spaces.

What other accessibility features does the theatre have?

Universal washrooms are available. The theatre is equipped with a Listen Technologies system for people experiencing hearing loss. These units can be obtained at the lobby concession. The Listen Technologies system can be used simultaneously with a hearing aid equipped with a telecoil. The theatre also has a hearing aid supported audio system – please contact the theatre at 604-984-4484 to confirm device compatibility.

Will our event be included in the theatre event calendar?

Yes, please include a text-free horizontal image and short description of your event.

Will our event be included in the theatre email newsletter?

Yes, Centennial Theatre distributes a monthly email newsletter highlighting all upcoming events for the following month. As part of North Vancouver Recreation & Culture (NVRC), all Centennial Theatre events, including rentals, are included in a weekly community events newsletter.

Will the theatre co-host our event on Facebook?

No. We may be able to share a post or two, but you are responsible for creating your own events.