

The Hirer Handbook

Welcome to Esplanade – Theatres on the Bay

Specifically developed for users of Esplanade's venues, this guide will give you a clear understanding of the following areas :

- Programming
- Venue Hire
- Marketing
- Customer Service
- Box Office
- Production Services
- Health and Safety
- Security and Building Management

It is important to us that our policies and processes are transparent to you from the onset. Please read this guide carefully and feel free to contact us should you have any questions or need more information.

Wishing you every success for your event at Esplanade.

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1. GENERAL INFORMATION

a. Contacts

Mailing/Shipping Address:	The Esplanade Co Ltd 1 Esplanade Drive Singapore 038981
URL:	http://www.esplanade.com
Time zone:	GMT + 8 hours
Admin. Office Hours:	8:30am–6:00pm, Mon - Fri
Main Line:	(65) 6828 8222
Fax:	(65) 6337 3633
Venues & Events:	(65) 6828 8329
Marketing Services:	(65) 6828 8319
Programming:	(65) 6828 8250
Customer Service	(65) 6828 8377
Fax:	(65) 6338 6828
Box Office:	(65) 6828 8389
Fax:	(65) 6338 6828
Building Management Services	(65) 6828 8411
Fax:	(65) 6338 0380
Production Services:	(65) 6828 8444
Fax:	(65) 6336 6889
Emergency (internal)	6828 8422 / 6828 8411
Singapore Fire/Ambulance	995
Singapore Police	999

b. Local Amenities

Hotels

There are major hotel within walking distance of Esplanade including Mandarin Oriental Singapore, Marina Mandarin Singapore, The Pan Pacific Hotel Singapore, The Ritz Carlton, Millenia Singapore, Conrad International Centennial, Raffles Hotel, Swissotel The Stamford, Fairmont Hotel, and The Fullerton Singapore.

Public Transportation

Bus

Easily accessed by bus. The nearest stop is along Raffles Avenue opposite Marina Square Shopping Centre.

Bus numbers: 36, 56, 70M, 97, 111, 133, 162M, 195, 1N, 2N, 3N, 4N, 5N, 6N, 75, 77, 106, 171, 531, 700A, 857, 960, 961, NR1, NR2, NR5, NR6, NR7, NR8

Mass Rapid Transit (MRT) Train System

Esplanade is just a 10-minute walk from the City Hall and Esplanade Stations through an underpass which also links four shopping centres – Citilink, Raffles City, Marina Square, Suntec City and Millenia Walk.

2. PROGRAMMING

Esplanade Presents

Esplanade presents a comprehensive programme of performing and visual arts events throughout the year, in addition to events presented by hirers of the venues.

a. Festival

Esplanade's arts festivals and special events are usually timed alongside major cultural events and festive occasions. This offers a meaningful way in which the various communities can celebrate together, with programmes that can be enjoyed and appreciated by all. Festivals are also presented for specific genres, like music and dance, with the intent of developing artists and audiences for these genres.

i. Cultural Festivals

Huayi – Chinese Festival of Arts

Coinciding with the Chinese New Year, *Huayi – Chinese Festival of Arts* presents acclaimed Chinese artists from around the world and has gained a strong reputation for its pioneering spirit.

Pesta Raya

A time of fellowship and feasting marks Hari Raya Puasa, and shortly after, a 10-day buffet of the best Malay arts is served during *Pesta Raya – Malay Festival of Arts*.

Kalaa Utsavam

With the Deepavali festivities comes a chance for all to appreciate Indian arts. *Kalaa Utsavam – Indian Festival of Arts* presents a variety of North and South Indian arts, while at the same time, featuring the contemporary and traditional.

ii. Genre Festivals

Music:

Mosaic Music Festival

Our biggest festival held every March, the *Mosaic Music Festival* brings in the best names of every music genre – from jazz, world, alternative-rock, folk and ska – with a special emphasis on Asian artists.

Baybeats

Singapore's largest indie music festival, *Baybeats*, celebrates youth culture and the music they love. *Baybeats* has become an important platform to showcase homegrown bands and has gained a following from audiences in and outside of Singapore.

Dance:

da:ns

The *da:ns* festival held every October has seen strong support for its line-up of world-renowned dance companies, cutting-edge choreographers, up-and-coming talents and interactive dance workshops.

iii. Community Festivals

National Day

Our *National Day celebrations* take the opportunity to mark Singapore's birthday with a string of local artist showcases.

Moonfest

A community festival held during the Mid-Autumn Festival, *Moonfest* celebrates traditional Chinese arts through Chinese opera, music, crafts and poetry.

Octoburst

In conjunction with Children's Day in October, we give special focus to the little ones with *Octoburst* – a three-day festival with both free and ticketed performances showcasing young talents.

A Date with Friends

Every end of November timed with Senior Citizens Week, we celebrate our seniors with *A Date with Friends* – a festival of free and ticketed performances where legendary musicians evoke fond memories of yesterday once more.

Celebrate December

To wrap up the year on a celebratory yet contemplative note, we have *Celebrate December* which presents daily free performances by local artists from mid-December culminating in the Marina Bay Countdown event.

A Tapestry of Sacred Music

Presenting diverse sounds and colors from around the world, this festival brings people together towards understanding and appreciating sacred music, focusing only on its artistic forms without the religious aspects.

b. Esplanade Series**i. Music Series*****Chinese Opera Delights***

Working in collaboration with different local Chinese opera companies, the *Chinese Opera Series* held every quarter highlights different types of Chinese opera. Pre or post-show talks are conducted in English to help audiences deepen their understanding of the art form.

Chinese Chamber Series

With the objective to build an appreciation of Chinese music in its original setting of a chamber format, the *Chinese Chamber Series* has seen growing attendances in its collaboration with Singapore Chinese Orchestra's musicians.

Classics

Classics bring the top orchestras and western classical musicians to our shores, including orchestras and virtuosic soloists.

Spectrum

A new series that aims to grow audiences for new classical music, *Spectrum* features up-and-coming new music arts groups and new composers in a chamber recital every quarter.

Late Nite@Esplanade

The *Late Nite* series every last Friday of the month showcases up-and-coming artists who will perform their first ticketed performance, or explores new repertoire for established artists.

In::Music

Presenting young Chinese indie singers-songwriters from the region, performing an eclectic music mix.

Pentas

A series throughout the year featuring Malay theatre, music and dance involving local as well as regional artists.

Mosaic Series

Outside the Mosaic Music Festival, the Mosaic Series treats audiences to presentations of established names of jazz, world and alternative music throughout the year.

Pedals and Pipes

Cultivating an audience for organ music, *Pedals and Pipes* puts the spotlight on our Klaus pipe organ with acclaimed organists and choirs from around the world.

ii. Theatre Series

The Studios

The Studios series presents cutting-edge work of a new generation of artists, often premiering original local works and initiating opportunities for local and international artists to collaborate on new work. There are two seasons every year for *The Studios* – April to May and July to September.

iii. Series targeted at the young

Feed Your Imagination (F.Y.I.)

F.Y.I. is an arts education series targeted at students where performances and accompanying educational materials are specially devised for specific age groups in primary and secondary schools. Interactive segments allow students to discover the arts in new ways during the performance and a tour around Esplanade is also included in the visit.

PLAYtime!

Aimed at 2-4 year olds, *PLAYtime!* encourages toddlers to sing and dance along with the performers in this highly-interactive show held every quarter.

Limelight

Limelight raises the professional standards of high-quality secondary and tertiary school choirs and bands by working closely with the groups to produce their first publicly ticketed performance in our Concert Hall.

Flipside

To add to the buzz of the month-long Singapore Arts Festival, our programmes in conjunction with the arts festival at Esplanade bring a lighter side of the arts with quirky and fresh offerings of free and ticketed performances.

iv. Community Series

To expose those who may be uninitiated to the arts, Esplanade presents free programmes at the centre every day of the week – either at the Concourse or along the waterfront. Complementing our programmes as well is a wide range of visual arts exhibitions which are presented at the centre's public spaces. These free or low tickers priced programmes and visual artworks ensure that every visitor to Esplanade is exposed to some form of art. These programmes include:

At the Concourse

At the Concourse, held daily, features music artists in an intimate setting. With themes that complement the performances in the Theatre and Concert Hall, it exposes audiences to different sounds and arrangements - from Chinese instrumental music to a chorus of Broadway melodies.

On the Waterfront

Complementing *At the Concourse* programmes, *On the Waterfront* performances are held every Friday to Sunday, on eve of Public Holidays and on Public Holidays. These outdoor performances held at our Outdoor Theatre liven up the bay with a wide range of music by up-and-coming and established bands.

Beautiful Sunday

Held once a month on a Sunday afternoon, *Beautiful Sunday* is a non-ticketed showcase of the best of our community orchestras and symphonic bands with popular repertoire ranging from film music to folk tunes.

Coffee Morning and Afternoon Tea

Targeted at retirees, *Coffee Morning and Afternoon Tea* occurs every first Monday of the month at 10am and 3pm, and features evergreen music of the golden years. Priced at a low ticket price of S\$12, complimentary coffee and tea is provided before the performance.

Bitesize

A series of talk and workshops that introduces various aspects of the arts to the general public.

Visual Arts

An extensive visual arts programme at our public spaces allows visitors to view and explore art works at their own time. These works are planned by curators who work within a quarterly theme that complements the performances at the centre happening at the same time. The main spaces for visual arts are Jendela, the Concourse, Esplanade Tunnel, the Theatre Street Cones and Community Walls. Video works are also projected on our plasma screens throughout the centre.

c. Development

This area includes initiatives to develop the arts in Singapore and provide local and international opportunities for Singaporean artists. Key projects include:

Conversasians: an industry event for international arts professionals that brings together Asian artists and celebrates their contribution to the international performing arts scene. This platform offers participants opportunities to learn about and engage with these artists through discussions, presentations, performances and workshops.

SPARKS: A development programme for new contemporary performance works to be presented at Esplanade.

Collaborations: Collaborative projects with Singaporean arts companies that stretch the company into new areas. Programming Officers put forward projects for collaboration and these are discussed within the department and with other colleagues to match it against Esplanade's key objectives. It is from here that new projects emerge and new programmes may be developed or refined.

Esplanade becomes a partner in selected projects, rather than providing direct funding and each project is treated separately on its merits, so there is no formal application process.

d. Special Projects

From time to time Esplanade may take on a special project that is aligned with Esplanade's key objective but does not fit within one of the defined programmes. Such an event may be a festival or other project focused on a particular country or art form, which runs across venues and programmes.

e. Planning Timelines

Esplanade's programming is an ongoing process. Most programmes are planned up to 18 months in advance, some even further depending on time frames of the projects involved.

Esplanade promotes its total programme every quarter, and events close off approximately three months prior to the first day of the quarter, so the minimum planning time is six months.

The budget period is based on the financial year, 1 April to 31 March. Programme budgets for the coming financial year are prepared by the end of September each year, so the main venue programmes for the following year from April are completed by then.

Any arts group wishing to have a project considered for the period April to March the following year, should be discussing with the Programming Department no later than June the previous year.

f. Making Contact

Please contact the Programming Department and ask for the Programming Officer in charge of the particular programme on (65) 6828 8250, in which you are interested in.

3. VENUES & EVENTS

a. Venue Booking Process

i. Initial Enquiry

The hiring of a venue usually begins with an initial enquiry to our Venues & Events team who is your key point of contact for venue booking. You may wish to request for a visit to the venue and a meeting with our technical and operational staff to discuss the logistics of your event and the feasibility of staging it in our centre.

ii. Venue Hire Request

Once the feasibility of holding your event in the respective venue has been determined, you can officially submit your venue hire request, using the Venue Request Form, which can be downloaded from our website (www.esplanade.com) or emailed/faxed upon request.

It is essential that complete and adequate information be provided, particularly the nature of the event and the time required for the set-up, rehearsals, the actual event and load out. This is to ensure a more accurate assessment of your requirements. If you have any queries or need assistance in determining this information, please feel free to contact the Venues & Events team.

iii. Approval & Acceptance

To ensure a broad range of programmes at Esplanade, we have introduced a venue hire request process for all potential hirers wishing to make use of our facilities. All venue requests will be considered by our Curation Panel and processed within two weeks. As such, bookings are not confirmed on a first-come-first-served basis.

You will be notified once the Curation Panel has made its decision. If it approves the request you have seven days to accept the offer.

iv. Letter of Acceptance & First Deposit

Upon receiving your acceptance of our venue offer, a formal Letter of Acceptance, which includes an invoice for the first deposit of rental will be sent to you. This must be signed and returned with payment within 14 days to secure your booking.

b. Hire Charges

Hiring charges are pegged to the nature of events. At Esplanade, events are divided into the following categories:

ARTS EVENTS are defined as performing arts events open to the general public such as drama, music or dance performances. Requests will be considered no earlier than 18 months in advance of event. Applicable rates categories are Arts General, Arts Non Profit (open only to non-profit arts groups incorporated in Singapore).

RESTRICTED ARTS EVENTS are defined as performing arts events that can be ticketed for a restricted audience only and are charged the same rates as Arts General events.

PRIVATE EVENTS include all activities such as performing arts, seminars, conferences, product launches, lectures, cocktail receptions etc., which are generally inappropriate for public showing and should be restricted to limited ticket sales distribution or by private invitation only. Requests will be considered no earlier than 12 months in advance for weekdays, six months for weekend bookings of the Concert Hall and Theatre and three months for the Theatre Studio and Recital Studio. (Weekend refers to Fridays and Saturdays). Private Hire rates will apply.

FUNDRAISING EVENTS are bona fide public fundraising performing arts events. The purpose of the event must be to raise funds for a registered third party charity. Hirers must represent a registered business, company, society or organisation that is promoting the event. Approval letter, License and Collectors' Certificate of Authorisation from Licensing Division, from the Singapore Police Force must be submitted. Fundraising rates will apply.

Booking priority will be given to Arts Events during the weekends.

Esplanade spaces are not available for hire for private teaching, graduations, weddings, religious events or road-shows.

c. Staffing

Similar to other international multi-venue performing arts centres, Esplanade is a full-service centre, with a professional team of Production, Customer Service, Security, Housekeeping and Maintenance staff who ensure that the centre's facilities operate in a safe and orderly manner.

The Hirer is obliged to use Esplanade staff for all aspects of their event with the only exception being for merchandise sales persons in the Foyer spaces during the event.

IMPORTANT NOTE: Venue Hire packages do not include any technical crew and while basic services are included, it is important to note that some events require additional ushers, Security, Housekeeping or Maintenance staff. In such instances, there will be additional charges based on the required needs of each hire.

d. Food and Beverage

All Hirers will be required to use Esplanade's catering partners for events on Esplanade's premises.

e. Tentage

Should there be any tentage requirements, hirers will be required to use Esplanade's official marquee suppliers for events on Esplanade premises.

f. Insurance

Arts Hirers are required to take out a Public Liability Policy of S\$3,000,000 for the Theatre and Concert Hall and S\$500,000 for the Recital Studio and Theatre Studio.

Private Hirers must indemnify Esplanade against all claims, damages, costs and expenses of any nature which Esplanade may suffer or incur in connection with loss of life, personal injury, economic loss and/or damage to property arising in the hired premises during period of hire.

If you should require additional advice on insurance, please feel free to contact the Venues & Events team.

g. Archival Recording

As the de facto National performing arts centre in Singapore, TECL makes recordings of the performances that take place in our venue purely for archival purposes only. A copy of the archival recording can be made available to the Hirer subject to the signing of an indemnity form.

h. Audio / Video Recording / Filming

In the event the Hirer wishes to make a recording for commercial purposes:-

- Hirers are required to notify Esplanade in writing, detailing the requested date of recording and must comply with Esplanade House Rules while audio/video recording is taking place. A separate agreement is to be signed for such purposes.

- The following fee is payable:-
 - Local non-profit arts group only:
\$200 per production/event for Recital Studio and Theatre Studio
\$800 per production/event for Concert Hall and Theatre

 - All other Hirers:
\$1,800 per production/event for Recital Studio, Theatre Studio, Concert Hall and Theatre.

Additional charges incurred will be billed separately. e.g. production & crew charges.

- The Hirer shall procure all necessary consents from the artists, the creative & production / technical team and/or the relevant rights owner(s) to the use of any recording, photography or filming as provided for in this Agreement.

i. Audio Recording Credit / Photo Credits

The Recording Party shall comply with TECL's policy in the publication or screening of the Recordings, or in the credits of the performance. The credits will be determined by TECL.

4. MARKETING

a. Advertising

Before any marketing and publicity can take place all Hirers are required to sign their Letter of Acceptance and pay a deposit of minimum rental. All marketing and promotional materials must be forwarded to Esplanade for vetting and approval prior to printing and distribution.

Advertising avenues available at Esplanade are subject to space availability and costs apply.

i. Paid Publicity

- Ads in Esplanade Diary
- Ads in House Programmes
- Press ads - Ride on Esplanade's master contracts
- Web ads
- Electronic mailers
- Box Office – Posterboards
- Forecourt – Big Wall Banner (subject to approval)
- Upper Concourse – Giant Posterboard
- Lower Concourse – Posterboards
- Underpass lightboxes

ii. Free Publicity

We provide free listing of events in the following channels. Hirers must ensure that the information provided is accurate and submitted within the stipulated deadlines in soft copy on the appropriate form.

- Esplanade Diary
- Spot ads on Plasma Screens
- Web
- LED Screens
- Display of event flyers at racks located at Box Office and Information Counters.

b. Communications

i. Media Activities

Hirers must keep Esplanade (via their Venues and Events person in charge) informed of any media activities within the centre.

ii. Recordings/Photography During Performances

Recordings, including photography, taking place in the venues during performances are controlled to prevent distracting the audience.
Please refer to page 12.

Esplanade can waive charges for recordings – photography, audio, video and/or film - which it identifies as for editorial use, i.e. non-commercial exploitation. This includes all areas agreed with the media organisation, and can include backstage, performance venues, and outdoors. Hirers or media must notify Esplanade in writing and obtain prior approval.

iii. Usage of Esplanade Images and Logo

Hirers are not allowed to use Esplanade logo on any collateral. However, usage of Esplanade images can be requested and is subjected to approval from Esplanade. Esplanade images can be used only to promote the specific performance(s) in our performing venues. In the event of any infringement of copyrights to Esplanade images, Esplanade reserves the right to take appropriate action, which may include banning of usage and/or imposing of penalties of S\$1,000 for each infringement.

Esplanade reserves the right to approve the storyboard and artwork on every occasion.

5. CUSTOMER SERVICE

a. Introduction

Customer service provides front-line services to the public and patrons of the centre. The delivery of its services is shaped by Esplanade's service philosophy of delivering exceptional standards of service in a friendly, interested and caring manner. We also recognise that our service processes must be simple and seamless so as to facilitate comfort, ease and convenience for those we serve.

The types of front-line services provided are:

- Ushering
- Guided Tours
- Cloakroom / Baggage Cart (for deposit of patrons' belongings during performances)
- First Aid / Nursing Room
- Information Counter
- Helpdesk

- Hearing Aids

The ushering services will be fully operated by Esplanade. These services can be categorised as:

- Performing Venues (Theatre and Concert Hall)
 - Patrons will be guided to their seats within each hall. Ushers also provide general assistance to patrons.
- Performing Studios (Theatre Studio and Recital Studio)
 - Patrons will be guided to their seats if numbered tickets are sold. For free seating performances, ushers will provide general assistance.
- Outdoor Venues
 - Ushers will provide directional and other general assistance to patrons.

Ushering services also encompass all other aspects of patron services at the performance venues, which include:

- Tripping tickets
- Providing directional signage
- Performing security bag checks
- Distributing programmes
- Enforcing policies e.g. admission of latecomers
- Handling general queries
- Collecting feedback forms from feedback boxes / feedback form stands
- Any other ushering duties as may be required for the smooth running of an event.

A Venue Officer (an Esplanade Customer Service Officer) is responsible for managing all activities of Front-of-House and also the admission or access to an event. Hirers are advised that once a performance has commenced, the Venue Officer will control entry and exit from the house. This applies to all patrons and staff involved with the show (including the hirer's staff & representatives).

Identification - Our Front-Of-House staff can be identified by their lilac colored shirts and dark gray Nehru jackets and trousers or lilac polo t-shirts.

b. Performance/Interval Times

The standard evening performance time for the Theatre and Theatre Studio is 8:00pm, and for the Recital Studio and Concert Hall it is 7:30pm. Intervals in the Theatre and Concert Hall are 20 minutes. In the Recital Studio and Theatre Studio the standard interval is 15 minutes.

c. House Opening

The auditorium will be opened for the seating of patrons no later than 30 minutes before the start of performances in the Theatre and Concert Hall, and 20 minutes for the Theatre Studio and Recital Studio. This is to ensure adequate time for the patrons to be seated as well as to avoid congestion in the foyer spaces. If you foresee any reason to vary this timing, it should be relayed as early as possible to either your Esplanade Venues and Events or Production representative. An early opening of the house may result in additional labour costs for technical and front of house staff in preparation for the performance.

Announcements are made at 10 minutes, 6 minutes and 1 minute prior to the published start time to advise patrons to take their seats in the venues. These announcements are made over the PA system for the Concert Hall and the Theatre. For the Studios, FOH staff will verbally communicate these messages to patrons present.

d. Late-comers

The hirer is advised that the Esplanade's policy is to start all performances precisely at the scheduled time. Delays to the scheduled start are only permitted in exceptional circumstances.

Once a performance has started, patrons who arrive late will only be admitted at appropriate pauses. A summary of what constitutes an appropriate pause is listed here for reference:

- For classical music, it is at the intermission only or if there is a break to allow for movement of instruments or similar activity on stage.
- For other music performances, it is between songs or a similar pause. If there are no such pauses, then admission will be at the intermission.
- For all other performances, they will be admitted at natural breaks such as scene changes or the end of an Act.

These stipulations may seem rather harsh but since the arts centre opened in October 2002, we have received frequent complaints concerning patrons who have disrupted performances by coming late and are admitted into the venues. Although we have strictly applied the Latecomers Policy to Esplanade Presents events, leeway has been given with regard to hirer's events.

However, of late, the number of complaints about latecomers and our flexible application of the Latecomers' Policy (with regard to hirer's events) have increased sharply. We have even faced threats of legal action on this matter.

Therefore, since 1 February 2004, we have firmly implemented the Latecomers' Policy. We will continue to consult hirers on the programme and when pause may be appropriate. However, Esplanade will reserve the right to decide on its final implementation.

By doing so, we hope to minimise unnecessary disturbance and displeasure to your patrons within the venue and to allow them to enjoy the performance in peace.

6. BOX OFFICE

a. Sale of Tickets

Most of the details pertaining to the sale of tickets are detailed in the Hirer's Agreement but some key points are highlighted here, as it is important for hirers to keep these in mind when configuring their events.

As outlined in the Hirer's Agreement, ticket sales for an event are sold through SISTIC. In the event that hirers choose to distribute or sell tickets through their own channels, the following should be adhered to:

For the Theatre and Concert Hall, the tickets must be printed through SISTIC.

For the Recital Studio and Theatre Studio, hirers may use their own tickets, subject to approval by Esplanade Box Office, **prior** to the printing of the tickets. Each ticket must have at least two parts separated by a perforated line and the following printed on the face of the ticket:

- A serial number printed on both parts of the ticket.
- Child Admission Age
- Free seating / Reserve Seating
- The name of the event
- The date and time of the event
- The venue
- The applicable price

Should hirers choose to sell or distribute tickets through their own channels, they are strongly encouraged to maintain a detailed record of all transactions. This will be used to verify customer claims should they lose their tickets. In the case of free seating events, replacement tickets will not be issued so as to avoid exceeding the stated capacity of the venue.

If the event presented by the hirer does not permit the admission of latecomers, this needs to be stated prominently on the face of the ticket.

Prior to submission of event application forms to SISTIC, hirers are requested to submit a copy to Esplanade for verification purposes.

We would like to take this opportunity to draw attention to these points:

i. Restricted View Seats

The Hirer's agreement lists specific seats in the Concert Hall and Theatre with restricted views.

Hirers are strongly encouraged to take this into consideration when pricing these seats. As a reference, Esplanade prices these seats at 10-15% (e.g. top price is \$100, these seats would be sold at between \$10 and \$15 each) of the top price and will only release these seats for sale once all other seats have been sold.

We have had situations where patrons have registered their dissatisfaction over a hirer's decision to price them as if they offered an unrestricted view, not highlighting the fact that these seats offer a 'restricted view'.

As such, all restricted view seats must be explicitly identified as such by prominently printing "Restricted View" on the face of the ticket as well as advising patrons at the point of sale and promotion. This is to allow patrons to make an informed decision at the point of purchase.

ii. Wheelchair Seats

The Concert Hall and Theatre have specific seats that can be removed to accommodate wheelchairs or patrons with physical disabilities.

Hirers are strongly encouraged to hold these seats from sale in order to accommodate such patrons at their events.

Hirers are free to price these seats as they see fit but should note that most hirers provide these seats at a concession to such patrons.

Hirers should also note that a specific number of seats have to be removed in order to accommodate one wheelchair. For specific details, please contact Esplanade's Box Office Department.

iii. House Seats & House Box

House seats in the Concert Hall and Theatre have been identified for Esplanade's use. The detailed location and release schedule for such seats are listed in the Hirer's Agreement but in general, the larger venues have 18 house seats each, while the Studios have 6 seats each.

Esplanade also has a House Box in both the Concert Hall and Theatre. These are VIP Box C in the Foyer Stalls of the Concert Hall and VIP Box C in Circle 1 of the Theatre. As stated in the agreement, Esplanade will confirm use of the House Box at least two weeks before the performance date. The House Box may be released for sale should Esplanade choose not to use the House Box. The terms and conditions governing the sale of the House Box are identical to those for other Box Seats (see next section).

Hirers are advised that the schedule of seats and the timeline for release are fixed.

iv. Box Seats

In addition to the House Boxes, there are other Boxes in both the larger halls. These have been reserved for Esplanade's Corporate Partners, who have the first right of refusal to purchase the tickets for these seats to all productions.

The Conditions governing the management of these seats are:

- For each event, these seats will be held from general sale until four weeks before the date of the performance.
- Should a partner choose to buy these tickets, the revenue from the ticket sales will go to the hirer.
- Should they choose not to exercise their option to purchase the tickets, these seats will be made available for public sale and must be priced at Category 1 or higher (applicable to VIP Boxes only).

Full details of the conditions that govern the sale of these Boxes are provided in the Hirer's Agreement. Hirers are strongly encouraged to consult Esplanade's Box Office Department should they have any questions or concerns on this matter.

v. Production Seats

The hirer must exercise caution when releasing seats for sale as their production may require certain seats to be held from sale due to specific technical or staging requirements unique to that presentation. The inadvertent release of seats required for this purpose would likely result in significant compromises to the presentation. Reseating patrons affected by changes in production holds could cause delays and disruptions during the performance and may well lead to escalated costs for hirers and formal complaints from patrons.

Examples of instances when seating may be required to be held include:

- A sound console set-up in the auditorium
- An orchestra pit set-up or forestage extension
- A scenic element may block a portion of the stage and therefore obstruct the viewing of the activity on stage
- A change to the venue's standard seating configuration
- Surtitles situated in a location such that they are not visible from certain seats

Hirers are responsible to ensure that they have taken all possible measures to hold all seats that may prove unusable due to the technical requirements/constraints of their presentation prior to the commencement of sales. For those not familiar with performing sightline calculations, Esplanade's production staff will gladly assist in advising clients on seat holds based on their production's requirements.

In the unfortunate event that patrons have to be reseated, replacement seats must be held and patrons must be informed by the hirer, at their own cost, in the first instance that such a problem is discovered. The replacement seat numbers must be advised to Customer Service so as to facilitate the reseating of patrons.

vi. Admission of Children

Hirers are strongly advised to consider if their event is suitable for children.

It is our experience that most children below the age of six are not able to sit through an entire performance. They tend to fidget, speak at audible levels and generally create disturbances throughout the performance. While Esplanade recognises the need to expose them to the performing arts at an early age, it is important that we do so only for events that are suitable or which have been created with children in mind.

Esplanade practices the following where children are concerned and we strongly encourage all hirers to follow suit:

- No infants-in-arms or children below the age of six are permitted to our shows unless stated otherwise.
- No admission for children who do not meet the minimum age requirements. Children who meet the minimum age requirements need a ticket to attend a performance

- These restrictions are clearly communicated at the point of sale as well as prominently printed on all publicity materials supporting the performance.

Where necessary, booster seats are available at no additional charge and can be obtained from our ushers on duty.

7. PRODUCTION SERVICES

a. Production Process

One of our Production Coordinators will act as your liaison for all production related matters pertaining to your presentation throughout your booking. Once you have accepted the offer to hire the venue, a production meeting will normally be convened between your technical representatives and the Production Coordinator responsible for your venue, to determine your preliminary technical requirements. Although it is usually not conclusive, one of the best means of transmitting preliminary information is the provision of a Technical Rider. (Most touring shows will have this as part of their engagement contract.) It is advisable to do a recce to the venue and obtain updated technical information regarding the venue in your planning process.

Provided that sufficient information is available on the date of your production meeting as to the time, labour and equipment requirements for set-up, rehearsal and performances a preliminary estimate would be generated to assist you in budgeting your additional production expenses. The accuracy of this estimate is very much dependent on the amount of detailed information you provide. Often a separate follow-up Production Meeting will also be arranged several weeks before the event to confirm the schedule, labour and equipment requirements and to generate a final estimate.

Company Sound Engineer must be approved by The Esplanade Technical Manager (Sound) in advance.

The Hirer is expected to have representatives with decision making responsibilities onsite during the set-up, rehearsals and performances to instruct the venue technicians as to the precise requirements of the event, and at the start of performance at Front-of-House to handle patrons' queries.

b. Production Estimate

This consists primarily of expected labour costs but may also include equipment and consumable items. Anything beyond what is indicated as included in your hire package is charged separately. The preparation of the estimate helps to ensure that an adequate number of technicians with the appropriate skills required to realize your event is made available.

c. Staffing

Unlike most other local venues in Singapore where there are non-demarcated technical staff, our team is designated into the respective areas of Staging, Lighting, (Including Visual Media) Sound and Wardrobe (Rates for specialized skills within Wardrobe, such as seamstress, wig and makeup are charged higher than the rest). This is primarily due to the complexity and scale of the equipment and systems at Esplanade as well as in response to the level of specialization and standards required by hirers of similar venues worldwide.

Each department is responsible for the following activities:

Staging:

- Assembling of pre-fabricated scenery/staging equipment
- Erecting portable flooring, scaffolding, platforms and stages
- Rigging of scenic elements, flying effects, trussing etc...
- Truck loading/unloading and fork lift operation

- Performing scene changes of set elements
- Scenic effect set-up and operation (water, flame, etc...)
- Handling of musical instruments and furniture
- Props coordination
- Repairs/minor alterations/maintenance to scenery/props/staging equipment
- Assistance with the design and specification of rigging equipment to meet current standards and supervision of all rigging operations undertaken in the Centre
- Operation of manual and powered fly systems, hoisting equipment, automated scenery, acoustic devices and stage lifts
- Basic stage management
- Overseeing health and safety in the backstage areas of the Centre

Lighting and Visual Media:

- Set-up of all stage and display lighting
- Running of lighting control systems
- Basic video projection set-up and operation
- Atmospheric effects (smoke, fog, dry-ice, snow, wind...)
- Follow-spotting
- Temporary power hook-up and distribution
- Basic lighting design services
- Upkeep and repairs to lighting and electrical apparatus
- Monitoring compliance to electrical safety standards
- Surtitle systems

Sound:

- Set-up and operation of live and playback audio reinforcement systems
- Set-up and operation of live audio monitoring systems
- Wireless microphone wrangling
- Set-up of audio communications equipment
- Set-up of video monitoring equipment
- Archival audio and fixed-camera video recordings
- Upkeep and repair to audio and communications equipment

Wardrobe:

- Unpacking of costumes and dressing room set-up
- Maintenance of costumes (laundering, ironing, steaming, basic repairs, arranging dry cleaning or shoe/jewelry repairs, etc..)
- Dressing of performers
- Make-up
- Wig dressing and maintenance
- Hairdressing
- Alterations of costumes
- Repairs and alterations to soft goods, scenic elements and props

Services commonly outsourced are:

- Film projection
- Multi-source video playback/editing equipment set-up and operation
- Broadcast quality video recordings
- Pyrotechnics
- Stage Management
- Lighting Design
- Set-up of Front of House Displays/Artwork
- Structural/Electrical Engineering

d. Scheduling

The hire contract stipulates that all technical information (specifically a detailed set-up/rehearsal/performance schedule, crew requirements for the entire period and equipment requirements) be submitted one month in advance. This requirement is to ensure adequate time to prepare an accurate detailed costing for the hirer's benefit, identify any potential problems with what is to be achieved and discuss and solve any outstanding issues.

Crew calls are set two-weeks in advance of the first day of set-up. This is to facilitate the engagement of part-time staff as well as to roster our pool of full-time technicians.

The earlier the calls are submitted the better chance of matching the specific skill sets of staff to the tasks required.

Technicians are entitled to the following:

- A minimum of one continuous four-hour call per day that they are required.
- Their calls may be cancelled up until 48 hours before the start of the call. Once the calls are confirmed, the length of the call may be reduced up to four hours, while still subject to a minimum of four continuous hours paid.
- A minimum four-hour call following any unpaid breaks of more than two hours.
- A scheduled unpaid meal break of one hour at least every five hours. This may be reduced to 30 minutes with prior approval from their Technical Manager.
- A minimum rest-break of 10 hours between workdays.
- The start time for the next day's call must be confirmed before the end of the technician's call that day.

Meal breaks may be staggered within or between departments as long as enough staff is present to ensure that operations can continue safely as determined by Esplanade management.

Coffee breaks during work calls, although encouraged, are not mandatory. Whenever possible, these normally take place halfway through the call or during a convenient pause in rehearsals. When granted, these need not exceed 15 minutes.

e. External Contractors

The engagement of external contractors, like set builders, equipment hire companies, truck loaders etc. is allowed with prior notification. However, the hirer is still fully responsible for the conduct of their contractors. Any Hirer and their representative must be supervised by Esplanade staff and adhere to all instructions issued where security or health and safety issues exist. Hirers and their contractors must abide by Ministry of Manpower regulations with regard to the nature of work being performed. Esplanade reserves the right to exclude any company or individuals from the premises.

f. Standard Rigs & Configuration

To ensure equity among all users of the venues, we provide the same 'starting point' in terms of quantity and set-up of Lighting, Sound and Staging equipment. This we refer to as the 'Standard Rig'. Likewise, it is expected that at the conclusion of your hire period, the venue be restored to its 'starting point'. Therefore, all venue hire, material and labour costs incurred to alter, remove and reinstate the standard rig and configuration is borne by the hirer.

In some cases, such as the Theatre and Theatre Studio Lighting equipment, the standard configuration is a 'bare grid' when the equipment must be set-up and struck for each event. Please refer to the respective venue's technical specifications for details on the default configurations.

The variable acoustic features of the Concert Hall have been predetermined by the acousticians responsible for the design of the Hall. The setting most appropriate will be chosen in consultation with the Hirer. Esplanade reserves the right to refuse any modifications to these settings that may prove to detract from the enjoyment of the programme by the audience-at-large.

g. Additional Equipment

In addition to equipment provided in the inventory of a particular venue, there is also 'loose' equipment that are shared amongst the various venues. (eg pianos, musicians' chairs, music stands, lighting effects machines, rostra, podiums...) The use of this equipment is based on availability. Prior arrangement is required and additional costs may apply.

Esplanade is able to arrange for the hire of equipment, services and/or consumables from third parties. A minimum mark-up of 20% of the cost will apply.

h. Facilities

i. Rehearsal Spaces

All rehearsal spaces are available at additional cost. Prior arrangements are necessary.

Esplanade has a 14 x 22m dance rehearsal studio equipped with a resilient hardwood floor, barres, mirrors, sound/video system, upright piano and basic furniture. A dance floor can be deployed upon request. Labour charges for deploying and striking the floor will apply.

There is one Musician Practice Room suitable for individual or small group rehearsal sessions. Facilities include upright piano and musician chairs and music stands. Pianos are tuned on a monthly basis. Additional tunings are arranged upon request and are chargeable.

ii. Dressing Rooms

Each venue has an allotment of dressing rooms with varying capacities that contain the following facilities:

- Telephones (Long Distance Access is available upon request. The hirer is responsible for applicable charges)
- Toilets
- Showers and sinks with hot and cold running water
- Make-up tables with mirrors, lights and chairs
- Full-length mirrors
- Power outlets
- Individual climate control

Dressing Rooms normally allocated for use by musicians are equipped with lockers with keypad access.

Each room has a plexi-glass name placard on the door to facilitate the posting of the list of occupants. Please do not affix anything to any part of the dressing room or adjacent corridors except the notice boards, corkboards or name placards provided.

Certain dressing rooms in the Theatre and Concert Hall are configured for use by featured performers (principals, soloists etc...). They contain additional facilities such as complimentary toiletries, and towels, day beds and armchairs. Towels removed from the dressing rooms will be charged to the Hirer.

The local domestic power supply is 230 volts 50 Hz. Some dressing rooms have 110-volt shaver outlets (similar to those in hotels). Please do not connect any electrical appliance before checking with Esplanade staff if you have any doubt as to its compatibility with local supply. Any appliance that generates heat must be monitored at all times (irons, hair curlers, etc...)

iii. Production Offices

There are a few offices available at level B1 for use by visiting groups. Facilities include desks and office chairs, storage cabinets, safes, telephones, notice boards. Wired internet access is available. Users must ensure their computers have network points.

Analogue phone points are available in the offices for fax, additional phone lines or for dial-up Internet access. Faxing capabilities are available. (Hirer needs to apply to local service provider). If international dialing services are required, arrangements must be made with Production Services and the use of this service is chargeable. Please refer to Annex A4.

iv. Loading Dock/Cargo Lifts

Esplanade's loading dock is accessed by Raffles Avenue near the entrance to the Esplanade Mall. The Theatre and Concert Hall's loading bays are at stage/platform level and serve other common areas such as the technical workshops and outdoor venues. The dock and cargo lifts that serve the Studios are shared with other backstage, FOH, catering and building management operations. Therefore, use of the docks and lifts other than for loading and unloading is not permitted (Entry is by cashcard). Hirers are expected to provide details of loading and unloading of their materials as well as any deliveries.

v. Stage Door

The stage door is accessed via an exterior staircase along the driveway leading to the main entrance on Esplanade Drive. It is below ground on the mezzanine level at the extreme left of the box-office lobby entrance. It is wheelchair accessible via the Level 1 lifts in the main concourse. Security personnel man the Stage Door 6am – 12 midnight/ seven days a week. All artists are required to enter and leave the premises via the Stage Door. The Stage Door is the point of collection for dressing room keys and backstage security passes.

vi. Workshops

Esplanade has Staging, Lighting and Sound workshops that are staffed by Production Technicians. These facilities are suitable for making simple repairs to scenery, props and electrical equipment.

Modifications/repairs to set/electrical devices, painting etc... is to be conducted in our workshop area. If you require assistance please approach the Production Coordinator or a member of the technical staff.

Restoration costs for any damage or modifications to our property or equipment will be charged back to the hirer.

vii. Wardrobe

In addition to our technical workshops, the centre features basic wardrobe, wig maintenance and make-up workrooms as well as a laundry room. Like the technical workshops, hirers may have use of these facilities when Esplanade Wardrobe personnel are engaged for their event. Only our wardrobe personnel may use the industrial washers and dryers. Laundry facilities are for costumes only. Personal laundry is not permitted. Laundering is not permitted in the dressing rooms.

viii. Green Room

Esplanade has a Green Room available for use by all hirers, artists and staff.

The 'seating' area of the Green Room is open 24 hours daily. Internet browsing access is available free of charge via the two desktop computers.

In addition to the Green Room, users of the Concert Hall have access to the Concert Hall Lounge directly adjacent upstage of the Concert Hall at platform level. The lounge features a hot and cold beverage vending machine, video monitor of the platform and lounge furniture.

ix. Photocopying

A photocopier is available for use by hirers. It is located on level B1 near the Green Room. It is activated by a *password and user ID* that is issued by the Production Coordinators and charges apply.

x. Musical Instruments

Unless specifically engaged to perform on these instruments, no one shall have access to the grand pianos or pipe organ.

Pianos

Use of the pianos is subject to availability. All pianos must be tuned by our resident piano technician. Pianos that are used as a feature instrument must be tuned before every public performance. Esplanade will determine an acceptable schedule of tunings for pianos used as an accompanying instrument. (Tuning rates are available in the annex of this document)

Certain pianos have been tuned to A=440, and others A=442. If the pitch is required to be altered, the Hirer will assume all costs of raising and restoring the 'default' pitch.

Klais Pipe Organ

Due to the nature and complexity of the instrument, organists will have to be approved by our Pipe Organ Master, who is also available to assist visiting organists to familiarize themselves with the instrument.

The instrument is tuned to the pitch of A=442. For public performances, the pipe organ must be tuned by our resident pipe organ technician.

i. Health and Safety

Workplace Safety and Health is taken very seriously at Esplanade. We want to ensure that all who work at and visit Esplanade are free from any harm. Hirers are obligated to ensure that their representatives and contractors are briefed and comply with these regulations.

i. Stage Access

Only members of the Hirer's production and technical staff shall be allowed access onstage while technical work is being performed. All others may only occupy the stage when it has been deemed safe by our technician in charge of the venue. Artists must not loiter onstage after the performance. Members of the public are not permitted access to the stage or backstage areas of the centre.

ii. Staging

Esplanade does not condone the use of scenery or props or other scenic elements that may pose a threat to persons or property without documented risk assessments and procedures. Structural scenic elements must be designed and engineered for the intended use by competent parties. Support documentation must be presented upon request. Esplanade can provide Professional Engineer's Certification for Hirers scenic elements, through our contracted PE at a discounted rate.

The various stage lift and orchestra pit lifts are not to be occupied when in motion.

iii. Electrical and Other Appliances

Singapore power is 400 volts 3 phase, and 230 volts single phase 50 Hz. No electrical apparatus or fittings of any kind provided by the Hirer shall be attached to, or used in conjunction with Esplanade's existing electrical fittings without the prior permission of management.

- If such electrical apparatus or fittings are necessary, the Hirer shall comply with the relevant authorities' requirements and provide, connect and disconnect them at their own expense.
- Inspections of temporary installations shall take place before the power supply is energized.
- All additional power installations must have overload and earth leakage protection.
 - In instances when supply voltage to an electrical apparatus exceeds 32 volts, suitable gauge double insulated cable must be employed.
 - All incoming electrical equipment (including tools) is subject to testing to ensure electrical safety.
 - All cabling must not present any tripping hazards or impede access through passageways.

The following is not permitted on the premises without prior consent from Esplanade:

- Any machinery or motorised appliance operated by electricity or other power.
- Any appliance that generates heat (whether directly or indirectly)
- Any plumbing fixtures or fittings.
- Any rigging equipment or devices

iv. Lighting and Sound Effects

Any stage lighting or sound effect that is deemed to cause discomfort to patrons may be banned from use.

All effects, such as strobos, lasers and smoke must be used in accordance with the current appropriate regulations. Warnings to the public of the use of such effects is required to be posted in the foyers and in all publicity materials.

Esplanade staff will determine minimum houselight levels where Health and Safety issues exist. Any events that contain flickering of strobe lights, use of ultra violet sources or lasers is subject to prior approval by Esplanade management.

Only approved smoke effects may be used onsite. Only glycol or dry ice based effects are permitted. Mineral Oil based fog effects, such as "oil crackers", are not permitted.

Prolonged sound level exposure over a maximum of 8 hours shall not exceed 85dB(A), Peak sound pressure levels must not exceed 120 dB(A). Excessive sound levels may be restricted if they pose a safety threat to activities being conducted onstage.

v. Rigging

In all instances pertaining to rigging safety, Esplanade Production Staging personnel shall determine the appropriate measures to be taken.

Any person undertaking any rigging within the centre must hold a certificate of competency appropriate to the skill level required as issued by a recognised authority and have experience in this type of operation.

Only rigging devices engineered, certified and rated for the task may be employed. The minimum safety factor for general rigging is 5:1, however, any rigging that is deemed by Esplanade Production Staff to pose a significant risk shall have a higher safety factor. All relevant engineer's certification and documentation must be provided upon request.

The flying of performers is recognised as a potentially dangerous undertaking, and as such these effects may only be designed, engineered and executed by specialists in that field, using equipment engineered for human loads. The relevant certification and documentation must be provided for any rigging activity that requires the lifting, suspending or 'flying' of a person, prior to installation.

Design factors for rigging systems carrying human loads shall be no less than 10:1 (15:1 is strongly encouraged).

vi. Working at Height

Working at height is defined as any activity where a person may be exposed to a fall of more than 1.8 metres. Precautionary measures must be taken to ensure their welfare as well as that of those working below them. In the absence of structural barriers, fall restraint/arrest equipment shall be used as appropriate. Adequate lighting shall be provided while work at height is being conducted.

Ladders shall be the proper size, rating, and condition for the nature of work performed. They must not be placed on top of other objects for the purpose of extending its reach. Workers must keep themselves centred on the ladder and are not to lean past the sides. The top two rungs of the ladder may not be used as a step. Other objects such as furniture, road cases etc... shall not be substituted for ladders.

Scaffolds less than 4 metres high may only be erected by competent persons holding a recognised scaffolder's permit. Scaffolds over 4 metres must be erected by a scaffold company. All scaffolds must be signed off by a local certified scaffold supervisor. Wheels are to be locked on rolling scaffolding before it is allowed to be climbed. Fall protection equipment must be employed when complete handrails are not installed.

Elevated work platforms (EWP) may only be used by trained individuals. All outriggers must be deployed at all times. The user must remain centred in the basket and ensure that their centre of gravity is inside the safety barrier. They must have both feet securely on the floor of the basket at all times. The EWP may not be moved while at height.

All objects must be secured while working at height. Tools must be fixed to the user by use of safety lanyards. Other objects must be stowed in containers that will prevent them from being spilt. Personal effects such as jewellery, coins, accessories (phones, pagers, wallets) etc... shall be removed and carefully stowed as to prevent them from dropping from height.

For heights above 2 metres, an endorsement is required from our contracted Professional Engineer. Charges will be paid by Hirer.

vii. Fire

All passageways and means of exit, and firefighting equipment must be kept clear of furniture, equipment or other obstruction.

All scenery, draperies, cloths, foliage, decorations, etc to be used must be rendered flameproof to the satisfaction of Esplanade and applicable laws. This is to be conducted preferably in the process of manufacture, but in all cases before delivery to the venue.

No open flame will be allowed in any part of the premises except when required for the business of the performance/event, in which case, sufficient precautions shall be undertaken to minimize risk of fire.

Any liquid, gas or solid substance of inflammable, explosive, noxious or otherwise potentially harmful nature is not permitted on the premises without consent. In cases where consent is granted, the hirer shall take all necessary precautions to prevent potential mishaps. A material safety data sheet shall be provided for all gases, chemicals and other manufactured substances and hazardous substances. (These are readily available from the distributor or manufacturer.)

viii. Pyrotechnics / Weapons

The use of pyrotechnics or firearms (including replicas) is strictly controlled in Singapore.

Prior permission by local authorities is required. In cases where permission is granted, the provision of such effects is to be provided through Singapore government approved agencies. Be advised that the approval process may take several weeks. Applications should be made several months in advance.

ix. Smoking

Esplanade is a smoke-free environment. No smoking will be allowed in any part of the Premises except the designated Smoking Room on Level 1 near the Theatre and Concert Hall dressing rooms.

x. Alcohol

Intoxicating or other liquors, beverages and food shall not be consumed on the Premises other than in places allocated for such purposes. No person suspected of consuming alcohol will be allowed access to the venues while any form of technical work is being conducted.

xi. Children and Animal Performers

Children under 14 years of age and all animals must be directly supervised by suitably qualified caregivers at all times while backstage. The hirer assumes full responsibility for their conduct.

j. Emergency Procedures

i. Reporting

Any medical, security or safety Emergency should be reported to our Central Command Centre at **ext. 422** or 6828 8422. Our trained security personnel will be deployed to render assistance.

Please have the following information at hand:

- The nature of the incident and those affected
- The location
- The type of assistance required

ii. Emergency Evacuation

In Event of Fire in the Venues during a Public Performance

Upon receiving a report of a fire, the venue's technician in charge will liaise with Esplanade's Building Management and Front-of-House staff to investigate. If a 'false alarm' is reported, the event will continue uninterrupted.

If the threat is real, our technician in charge of the venue will give the instruction to stop performance/event and instruct the participants to clear the stage and evacuate the building.

The house lights and onstage worklights will be switched on and an announcement will be made to the audience to vacate the auditorium.

Performers will be instructed to vacate through the designated fire exits and to assemble under the Esplanade Bridge.

The technical team will check the stage, control booths and dressing room areas before evacuating the building and proceeding straight to the assembly point for a roll-call check.

Once the roll-call check is conducted, the technician in charge will report to the Fire Safety Manager that evacuation is completed.

iii. Local Medical Practitioners

The nearest medical clinic is the Raffles Medical Group located at Marina Square.

8. SECURITY AND BUILDING MANAGEMENT

a. Backstage Access

Prior to the start of their booking, Hirers will be required to complete a Security Template, which is a list of all persons involved in their event (including contractors) that require access to backstage and other non-public areas. Only those persons whose names and ID/passport details have been submitted will be issued Access Passes. We ask that you restrict access backstage to those required for the mounting and presentation of your event. For persons other than those listed to be admitted, the hirer's management must seek approval from the respective Esplanade Venues and Events person in charge.

- All Hirers are required to enter and leave the premises via the Stage Door.
- At all times, **BEFORE** accessing into or proceeding out of the restricted areas via stage door, hirers or visiting personnel with Esplanade Authorised Passes (with barcode) are required to **SCAN** the barcode at the scanner located at the security counter. This monitors the status of all visitors in the vicinity, as it allows visual check on visitor count when it comes to emergency evacuation.
- With the exception of performers in costume, Esplanade security passes are to be worn prominently by all persons in all non-public areas. Passes are not transferable.
- Esplanade security reserves the right to inspect the security passes, baggage check or demand for any valid photo ID for verification purposes.
- No one shall be permitted to remain on the premises outside the hours scheduled.
- All Hire groups are required to stay within the vicinity of their venue and allocated dressing rooms.
- No one will be admitted to the Performing Venues, Technical Control Rooms, Machinery Plant Rooms or Store Rooms unattended.
- No person shall be admitted to the backstage areas unless on official business or approval by Esplanade Management.
- Visiting personnel must not enter any restricted or unauthorised areas without the permission from Esplanade Management.
- Anyone found to be displaying anti-social behavior may be removed from the premises.
- Esplanade is a smoke-free environment. No smoking or striking of matches or gas lights will be allowed in any part of the premises or on any part of the stage and dressing rooms. Smoking is allowed only in designated smoking areas.

b. Keys

Individual keys to offices or dressing rooms may be signed out by visiting performers upon request from their management. Master Keys for the Dressing Rooms designated for your event can be issued to members of the Hirer's management team. Hirers will be required to sign out and return keys to Stage Door on a daily basis.

c. Deliveries/Mail

Please advise of any vehicles making scheduled deliveries. Our mailing address is as follows:

The Esplanade Co Ltd
1 Esplanade Drive
Singapore 038981

Mail for members of hire groups will be forwarded to a member of their management.

d. Parking

Esplanade operates an 808-space underground parking garage. Clear access height for vehicles is 2m.

e. Housekeeping

Dressing Rooms are maintained once daily in the morning or early afternoon.

Please refrain from using any substances (tape, paint, glue etc...) that may mark any surface. Your Production co-ordinator can provide approved plastic sleeves for temporary signage, non-marking spike tape and adhesive putty for use on floors and walls. Hirers will be responsible for any damage caused to Esplanade property.

f. Climate Control

Each dressing room/office is equipped with individual climate controls located near the main door. It is normally configured to run automatically under pre-determined settings that are activated by motion sensors.

If you wish to override the existing setting, you must first switch the temperature control to manual mode by pressing the small blue button at the far left of the panel. By repeatedly pressing this button you can cycle through the various fan speeds or switch back to 'auto' mode. To select the temperature, turn the large blue dial on the right until the digital display indicates the desired temperature. Once the dial is released, the display will revert to the existing temperature before gradually changing to the desired setting while the room temperature shifts.

All enquiries/requests for climate control adjustments within the Venues should be directed to your Production Coordinator who will liaise with building management staff for implementation.

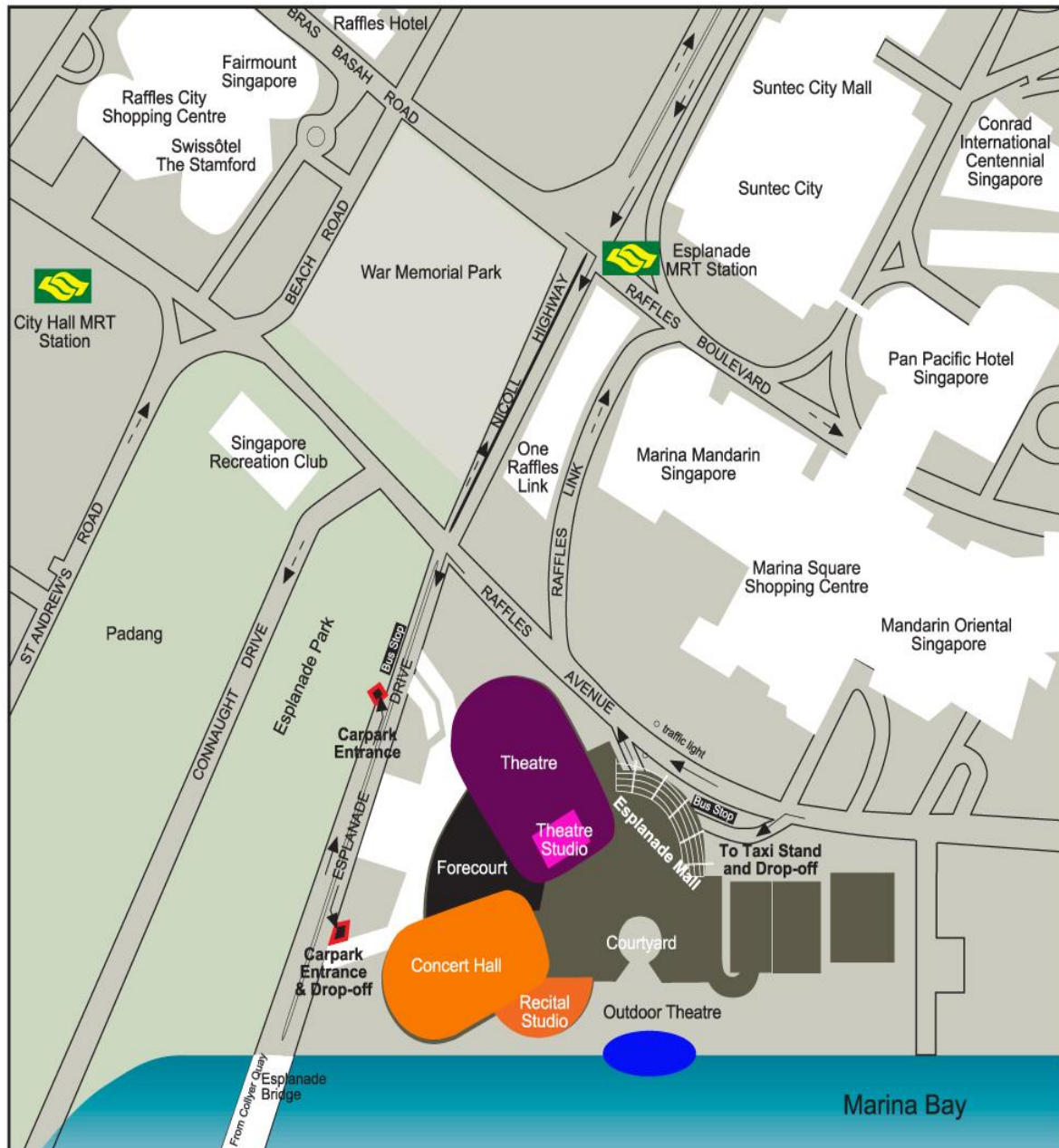
g. Food and Beverage

Hirers have access to many outlets in the Esplanade Mall that is directly accessible from the Stage Door via the Main Concourse. Coffee shops, bars, formal and informal dining is available from 11am 'til post show. Food and beverage in the dressing rooms is permitted as long as the waste is disposed of responsibly. This privilege will be revoked if due care for the rooms is not exercised. Hirers are responsible for any damages caused, whether intentional or not.

No food is allowed in the venues at any time except for "prop-food" used as part of the performance. No beverages, other than water are allowed in the venue at any time.

Esplanade – Theatres on the Bay

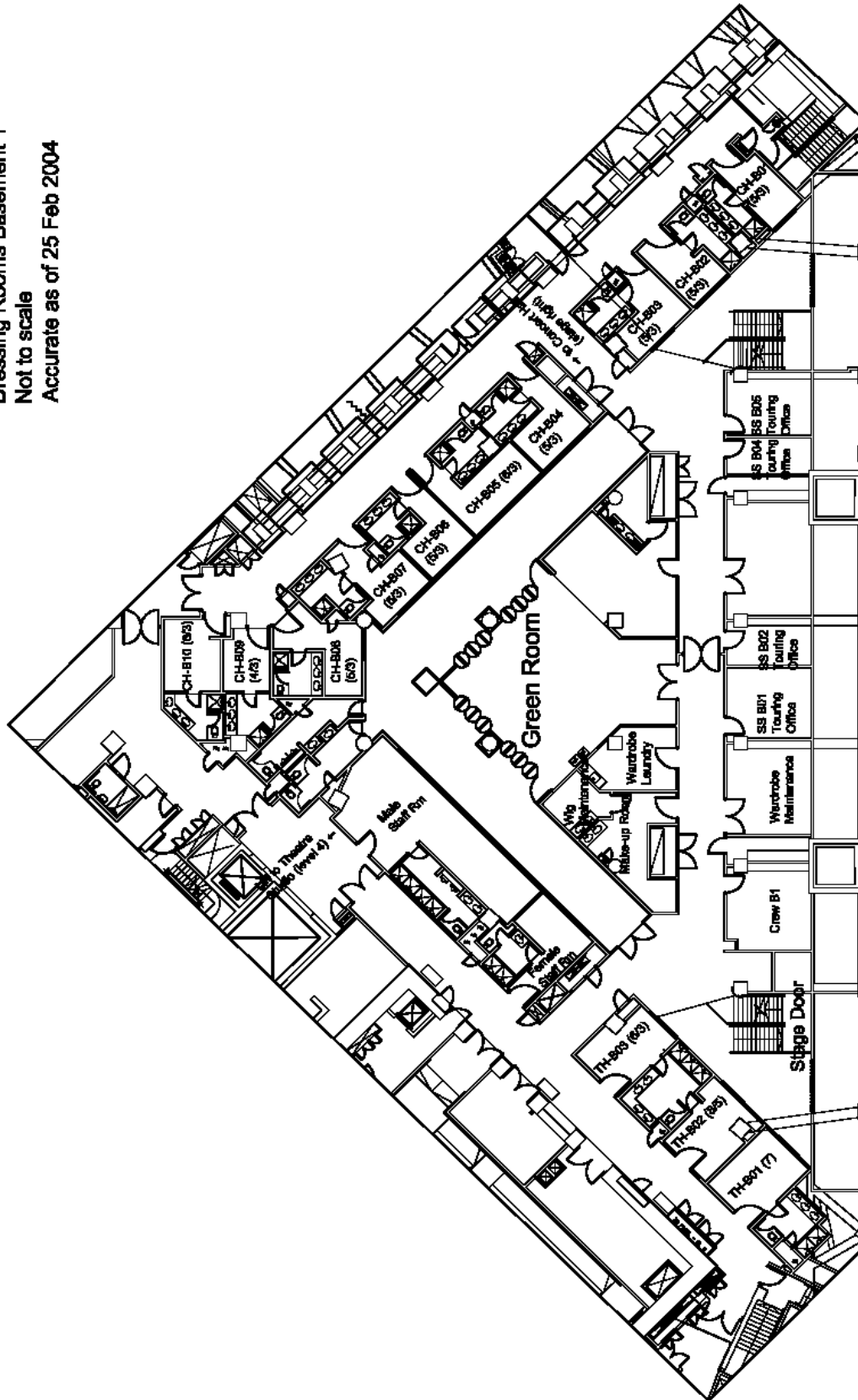
EXTERIOR LOCATIONS MAP



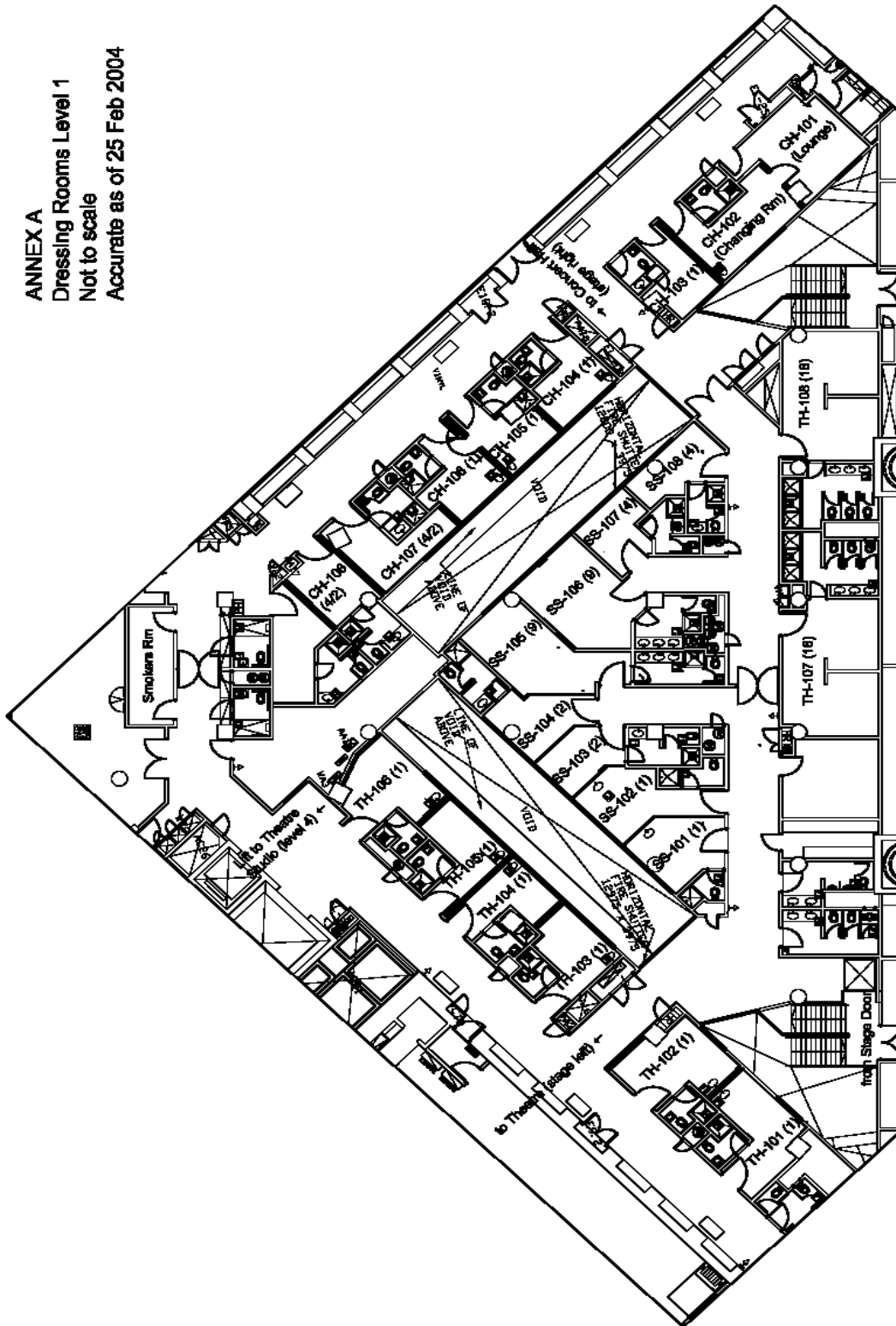
1 Esplanade Drive Singapore 038981 Tel: (65) 6828 8222 Fax: (65) 6337 3633

- There are 2 entrances to Esplanade's carpark.**
- From Nicoll Highway towards Collyer Quay or
 - From Collyer Quay towards Nicoll Highway

ANNEX A
Dressing Rooms Basement 1
Not to scale
Accurate as of 25 Feb 2004



ANNEX A
Dressing Rooms Level 1
Not to scale
Accurate as of 25 Feb 2004

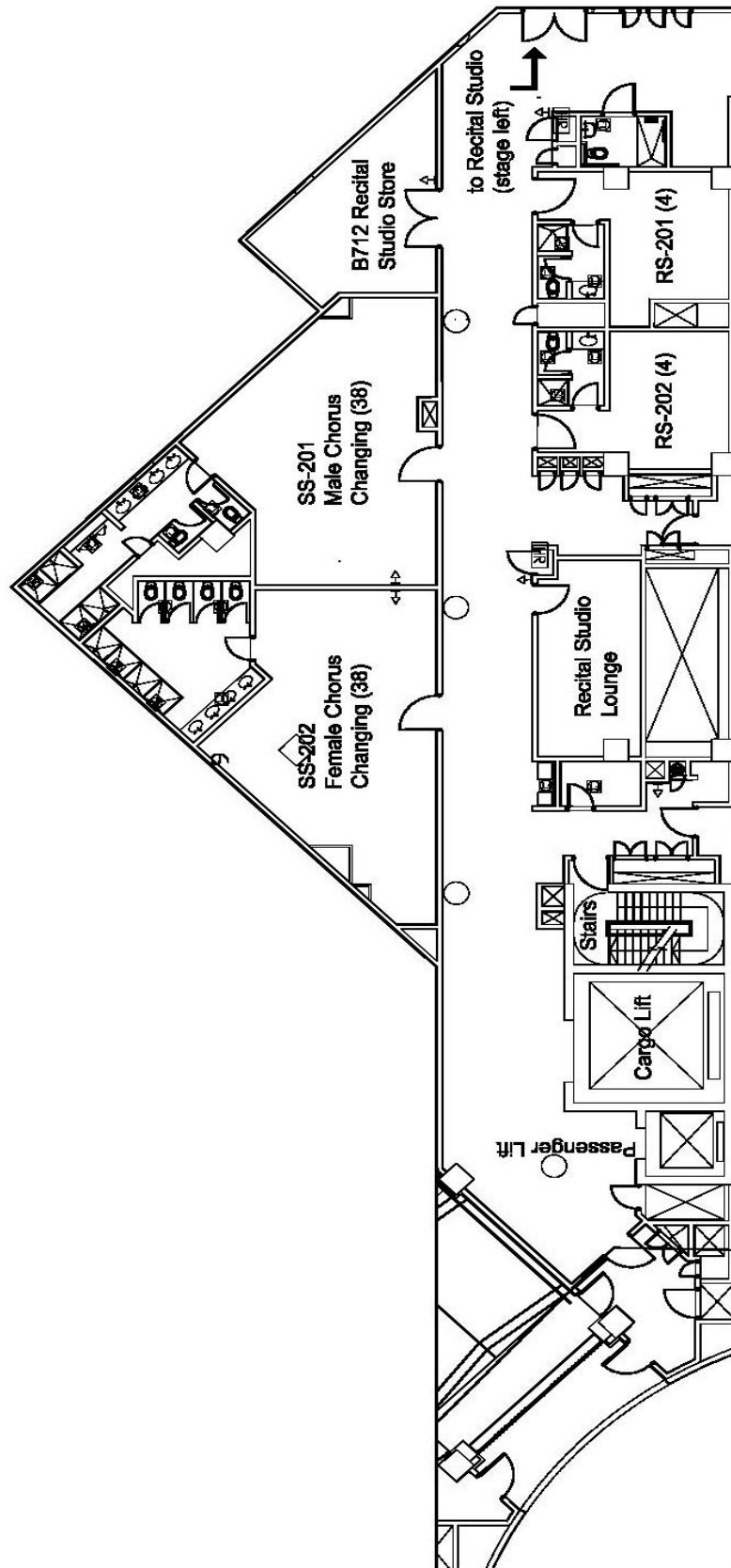


ANNEX A2

Dressing Rooms Level 2

Scale: 1:200

Accurate as of Feb 25 2004



GENERAL TERMS AND CONDITIONS OF HIRE AND HOUSE RULES
("GENERAL TERMS & CONDITIONS")

The following are the General Terms and Conditions of Hire and House Rules as are applicable to the hire of Esplanade Venues:

1 **DEFINITIONS**

In these General Terms & Conditions, unless the context otherwise requires:

Concert Hall means the Esplanade Concert Hall.

Emergency Measures means any measures that may be implemented by Esplanade from time to time as provided in Clause 6.2.2 herein.

Esplanade means The Esplanade Co Ltd and its parents, subsidiaries, affiliates, shareholders, officers, employees and agents.

Esplanade Shop means the Esplanade Shop located in the Premises, or such other outlet as may be set up and managed by Esplanade from time to time.

Event means the event / performance to be carried out by the Hirer at the Venue pursuant to the Hiring Agreement, and referred to in the Letter of Offer and Letter of Acceptance.

Front of House Rules means Esplanade's prevailing regulations that regulate and define what Hirers, patrons and Esplanade employees and representatives are permitted, and not permitted, to carry out, within the Premises at any given time.

Hirer means any person, corporation, business or other entity stated in the Letter of Offer and/or Letter of Acceptance, and that has entered into the Hiring Agreement with Esplanade.

Hiring Agreement means the agreement between Hirer and Esplanade entered into upon the signing of the Letter of Acceptance and the payment of the applicable initial deposit, and which terms are collectively contained in the Letter of Offer, Letter of Acceptance, General Terms & Conditions (and any Annexes, Schedules and Appendices thereto, and any other attachments) and any amendments thereto as may be made from time to time in accordance with Clause 0 herein.

House Rules means the rules set out in the Schedule annexed hereto.

Loss includes without limitation loss, damage, costs, actions, claims, liabilities, proceedings, demands, risks, charges and/or expenses of whatsoever nature and howsoever arising, (inclusive of delays, interruptions, disruptions, cancellations, loss of profits, cost of cover, loss of data, lost savings, loss of opportunities and inconveniences, special, incidental, punitive, exemplary or consequential damages (whether in tort, contract or otherwise)) whether direct, indirect, joint, several, actual, contingent or otherwise (including legal fees on a full indemnity basis) and includes without limitation claims made by third parties and claims for defamation, infringement of any intellectual property rights, death, bodily injury, wrongful use of computers, unauthorised or illegal access to computers (including without limitation hacking), property damage or pecuniary losses howsoever arising.

Manager, Venues and Events means the person designated by Esplanade to act on its behalf in that capacity.

Materials means all works, Merchandise and other materials related or used in connection with the Event.

Merchandise means goods sold in relation to an Event.

Outdoor Theatre means the Esplanade Outdoor Theatre.

Premises means all buildings and facilities of Esplanade -Theatres on the Bay, a performing arts centre sited at 1 Esplanade Drive managed by Esplanade.

Recital Studio means the Esplanade Recital Studio.

Rental Charges means all charges, fees and other payments payable by Hirer to Esplanade for use of the Venue.

Rental Charges means the charges imposed by Esplanade for the use of the Venue by Hirers.

Rental Rate Sheets means the prevailing rates of hires for the Venue as published by Esplanade on their corporate website and as may be amended by Esplanade from time to time.

Services means services Hirers receive from Esplanade as part of their hire.

Studios means the Theatre Studio and Recital Studio collectively.

Theatre means the Esplanade Theatre.

Theatre Studio means the Esplanade Theatre Studio.

Venue means space within the Premises rented by the Hirer from Esplanade.

2. SERVICES AND ADDITIONAL CHARGES

- 2.1 The Services included for the 4 main performing venues (Concert Hall, Theatre, Recital Studio and Theatre Studio) are as described in the rental rate sheets.
- 2.2 Hirers are required to use the services of Esplanade's technical staff for all show-related technical activities. Labour will be charged as per Esplanade's prevailing published rates.
- 2.3 Hirers are required to use the services of Esplanade's staff, should they require extra security and front-of-house staff, in addition to those provided as part of their hire. The use of such additional labour will be charged as per Esplanade's published rates.
- 2.4 International phone usage will be charged at the prevailing rate of Esplanade's telecommunications service provider.
- 2.5 All Hirers will be required to use the services of Esplanade's official or approved caterers and tent supplier.
- 2.6 Hirer shall submit a list of its suppliers for Esplanade's vetting at least one month before the Event.
- 2.7 For a list of contacts, please refer to General Information Sheet enclosed with this document.

3. INTELLECTUAL PROPERTY RIGHTS AND OTHER LICENCES

- 3.1 It is the duty and responsibility of the Hirer to ensure and prove, and the Hirer hereby represents and warrants that:

- 3.1.1 all necessary licenses, permits and authorisations required from governmental or non-governmental authorities or bodies including public entertainment licenses and permits relating to the use of the Premises to hold a performance, function, exhibition, meeting, seminar and the like, have been obtained from the relevant authorities or bodies.
 - 3.1.2 all licences, clearances and waivers and other approvals or consents in respect of all Intellectual Property Rights owners (if any) comprised in or used in relation to the conduct, performance and/or communication to the public of the Event as well as all Materials to be reproduced, published, displayed, sold, distributed, communicated to the public or otherwise used in Singapore as provided for and contemplated in the Hiring Agreement have been obtained from the relevant rights owners.
 - 3.1.3 the Events and Materials in no way breach, violate or infringe any applicable laws, regulations, rules, directives, circulars, notices or directions relating to and/or governing the same. Without prejudice to the foregoing, the Hirer represents and warrants that the Events and Materials do not contain in whole or in part, any material that may, under any applicable laws, reasonably be construed to be inappropriate, objectionable or unlawful, including without limitation material that is defamatory, threatening, offensive, harassing, immoral, indecent, obscene, vulgar, racist, criminal, or material that promote or contain instructions on illegal or unlawful activities, harm or injury against any person or group of persons.
- 3.2 The Hirer shall be responsible for making payment of all applicable licence fees, royalties, or any other expenses necessary for obtaining the licences, clearances and waivers and other approvals or consents as aforesaid, at no additional cost to Esplanade.

4 ADVERTISING & PROMOTION

- 4.1 Hirer is not permitted to carry out any form of publicity, including ticket sales prior to the commencement of the Hiring Agreement with Esplanade, unless the prior written consent of Esplanade is obtained.
- 4.2 All advertisements and/or publicity or marketing collaterals must be vetted and approved by Esplanade prior to publication and/or distribution.
- 4.3 Esplanade reserves all rights to carry out any form of publicity and marketing activities, including without limitation display and distribution of flyers and brochures, surveys, photography and videography at the Premises at any time Esplanade deems fit. In the event that such activities must take place within the Venue, Esplanade will give reasonable advance notice to the Hirer of such activities and the co-operation from the Hirer shall not be unreasonably withheld.
- 4.4 The Hirer is permitted to display advertisements and/or publicity or marketing materials (e.g. signages, banners, posters) within foyer areas in the Premises only, and subject to prior approval from Esplanade.
- 4.5 The Hirer is not permitted to use the Esplanade logo or any trademarks belonging to Esplanade on any advertisements and/or publicity or marketing materials whatsoever, and any identification of venues at Esplanade should be in standard text only, e.g. "Esplanade Concert Hall".

- 4.6 For the avoidance of doubt, notwithstanding the foregoing, Esplanade shall not bear any responsibility for the contents of the advertisements, and/or marketing and/or publicity collaterals or materials, and the Hirer shall fully indemnify Esplanade against any claims, demands, actions and proceedings in relation to the same, in accordance with the General Terms & Conditions herein.

5 ACCESS RIGHTS

- 5.1 Esplanade reserves the right to refuse entry into its premises to anyone for any reason whatsoever. This includes, without limitation, the right to refuse entry as a result of the detection or display of physical symptoms giving rise to the reasonable suspicion of the existence of a medical condition known as "severe acute respiratory syndrome", in which case Esplanade may further require, as a condition to entry, the production of satisfactory medical certifications of good health. Esplanade shall not be liable for any Loss suffered and/or incurred as a result.

6 LOSS OR DAMAGE TO PROPERTY

- 6.1 The Hirer shall be entirely responsible for the property and safe setting of all its scenery, props and other equipment and for the proper working of all its own electrical, mechanical and other appliances.
- 6.2 The storage of property on the Venue will be at the sole risk of the Hirer or owner of the property. Esplanade will not be responsible for any damage or caused to such property or Loss arising therefrom.
- 6.3 All property brought onto the Premises by the Hirer must be removed on or before the expiry date and time of hire, failing which additional Rental Charges will be levied. In the event of failure on the part of the Hirer to pay additional Rental Charges within 7 days from the date of written demand, Esplanade reserves the right to dispose of, or to destroy such property, as it deems fit. The Hirer shall be liable for all costs, expenses or other Losses incurred by Esplanade in undertaking such disposal or destruction. No claim whatsoever shall be made against Esplanade on account of such disposal or destruction.
- 6.4 No equipment or property belonging to Esplanade and/or located within the Premises shall be altered or modified without the prior written approval of Esplanade. If such approval is given, a security deposit (the amount of which shall be determined by Esplanade in its sole and absolute discretion) is required for such purposes.
- 6.5 Should any equipment or property of the Premises be broken, damaged or lost, or should the Premises be damaged in any way, the Hirer shall pay for repairs to make good such damage and/or for any Loss arising therefrom.
- 6.6 Basic housekeeping is provided by Esplanade as part of the hire. The Hirer will be responsible for paying all additional charges in the event extra cleaning is undertaken following the Hirer's use of the Venue.

7 ESPLANADE EMPLOYEES

- 7.1 Any disagreement with any member of Esplanade staff, or misbehaviour on the part of such staff, shall be reported to the Manager, Venues and Events or designated counterpart. Hirers are reminded that they do not have direct authority over Esplanade employees.
- 7.2 The offer or giving of gratuities to members of Esplanade staff is strictly prohibited.

8 PHOTOGRAPHY

- 8.1 Hirers, who wish to use their Venue for photo shoots, are required to seek the prior written consent of Esplanade, detailing the requested date and intended purpose of photo shoot. Esplanade reserves the right to refuse such request, or alternatively, to negotiate additional charges and suitable acknowledgements as a condition of granting the request.

9 ARCHIVAL RECORDING

- 9.1 As the de facto National performing arts centre in Singapore, TECL makes recordings of the performances that take place in our venue purely for archival purposes only. A copy of the archival recording can be made available to the Hirer subject to the signing of an indemnity form.

10 AUDIO/ VIDEO RECORDING/ FILMING

- 10.1 In the event the Hirer wishes to make a recording for commercial purposes:-
- 10.1.1 Hirers are required to notify Esplanade in writing, detailing the requested date of recording and must comply with Esplanade House Rules while audio/video recording is taking place. A separate agreement is to be signed for such purposes.
- 10.1.2 The following fee is payable:-
- Local non-profit arts group only:
\$200 per production/event for Recital Studio and Theatre Studio
\$800 per production/event for Concert Hall and Theatre
 - All other Hirers:
\$1,800 per production/event for Recital Studio, Theatre Studio, Concert Hall and Theatre.
- Additional charges incurred will be billed separately. e.g. production & crew charges.
- 10.1.3 The Hirer shall procure all necessary consents from the artists, the creative & production / technical team and/or the relevant rights owner(s) to the use of any recording, photography or filming as provided for in this Agreement.

10.2 Audio Recording Credit / Photo Credits

The Recording Party shall comply with TECL's policy in the publication or screening of the Recordings, or in the credits of the performance. The credits will be determined by TECL.

11 HOUSE RULES

11.1 All Hirers are required to abide by Esplanade's House Rules, which are deemed to be incorporated into and form a part of these General Terms & Conditions, as well as any prevailing Front of House Rules.

11.2 Esplanade reserves the right to amend and revise any of the House Rules and/or Front of House Rules from time to time at its sole and absolute discretion, and without prior notice to the Hirer.

11.3 Ceremonial Presentation

11.3.1 Speeches, commentary, cheque presentations and ribbon-cutting ceremonies on stage or in the auditorium are strictly prohibited for all publicly ticketed performances, applicable to all venues at Esplanade. A refundable performance bond equivalent to the respective venue hire performance / event package rate is required and will be collected together with the first deposit for venue hire upon acceptance and return of contract from all Hirers. In the event, if Hirer defaults during the performance with speeches and commentary, their performance bond will be forfeited.

11.3.2 Should Hirer wish to thank their sponsors with a short recorded announcement or a logo projection before the start of the performance, the venue is agreeable but on the condition that the content of the announcement or proposed logo must be vetted, approved and agreed upon by Esplanade, prior to the actual day of performance.

12 DEFAULT AND TERMINATION

12.1 An event of default ("Default") will be deemed to have occurred under the following circumstances:

12.1.1 Either party fails to observe or perform or commits any act in breach of any material term, condition or provision of this hire agreement.

12.1.2 Any judgment or order is given by any court of competent jurisdiction ordering the winding up or liquidation of either party, or if either party shall make any assignment for the general benefit of its creditors or be adjudged bankrupt, or if a petition or other application is made for a receiving order against either party for the winding up of either party, or if either party shall put itself into voluntary liquidation or if either party avails itself of the protection of any bankruptcy or insolvency legislation.

12.2 Each party shall be entitled to terminate the Hiring Agreement within 3 days upon written notice of Default of the other party.

- 12.3 Esplanade reserves the right to terminate the Hiring Agreement forthwith if it deems, in its sole and absolute discretion, any Event to be dangerous, harmful, inappropriate or in violation of the contractual obligations of the Hirer.

13 FORCE MAJEURE AND EMERGENCIES

- 13.1 Any circumstance beyond the reasonable control of either party, which delays, interrupts or prevents the Event from taking place, is defined as "Force Majeure". Such circumstances shall include but are not limited to:
- 13.1.1 epidemic, pandemic, Act of God, explosion, flood, lightning, storm, tempest, fire or accident;
 - 13.1.2 war or threat of war, terrorist attack, breach of peace, insurrection, strike, picketing, lock-out or civil disturbance;
 - 13.1.3 acts, restrictions, regulations, bye-laws, prohibitions, demands or measures of any kind on the part of any governmental, parliamentary or local authority, including but not limited to governmental requisition; and/or
 - 13.1.4 sabotage, machinery breakdown or power failure not due to either party's fault;
- 13.2 Upon the occurrence of any of the Force Majeure events mentioned above, each party shall for the duration of such event be relieved of any such obligation under the Hiring Agreement as is affected by the said Force Majeure event, provided that:
- 13.2.1 the provisions of the Hiring Agreement shall remain in force with regard to all other obligations under the Hiring Agreement which are not affected by such Force Majeure event; and
 - 13.2.2 each party shall resume its full obligations under the Hiring Agreement upon it becoming aware or notified of the cessation of such Force Majeure event, unless terminated by either party in accordance with the terms of the Hiring Agreement.
- 13.3 In the event of an epidemic, pandemic, terrorist attack or other Force Majeure event, Esplanade reserves the right to implement or carry out such Emergency Measures as it may deem appropriate in its sole and absolute discretion, including but not limited to security checks, health checks, contact tracing, cleaning and disinfection of Venue and other Esplanade premises and/or cancellation of Events. The Hirer shall comply fully and cooperate with the Esplanade in the implementation of any applicable Emergency Measures.
- 13.4 Should any of the Events be delayed, cancelled or otherwise adversely affected by reason of a Force Majeure event, or should Esplanade implement any Emergency Measures, Esplanade shall not be in Default and the Hirer shall not be entitled to any Losses or any remedy or recourse whatsoever against Esplanade for the failure to carry out the Events or for the implementation of Emergency Measures.

14 NO WARRANTY AS TO FITNESS

- 14.1 The Hirer shall be deemed to have actual and full notice of the state and condition of the Venue as regards access, usability, suitability, fitness for purpose, light, air, repair and in all other respects, including but not limited to the limitations relating to certain seats in the Venue from which the view of the stage may be partially or wholly affected. The Hirer shall rent the Venue "as is where is" from the date of the Letter of Acceptance and shall not be entitled to make any objection or claim any compensation from Esplanade for any loss or damage in respect of the foregoing.
- 14.2 The Esplanade does not expressly or impliedly warrant that the Venue or any part thereof are or will remain suitable or adequate for all or any of the purposes of the Hirer and all warranties (if any) as to the suitability or adequacy of the Venue implied by law are hereby expressly negated.

15 EXCLUSION OF LIABILITY AND INDEMNITY

- 15.1 Save for a return of any deposits paid in accordance with the terms of the Hiring Agreement, and in the absence of fraud or bad faith, Esplanade shall not be liable for any Loss suffered and/or incurred by the hirer as a result of any act or omission of any of Esplanade's employees, agents or contractors.
- 15.2 Hirer agrees to indemnify and hold Esplanade harmless from any Loss resulting from any claims, demands, actions and proceedings arising out of any breach by Hirer of the Hiring Agreement, including without limitation any infringement of any Intellectual Property Rights.
- 15.3 The rights and obligations contained in this clause 15 shall survive the expiry or termination of the Hiring Agreement.

16 THIRD PARTY BENEFICIARY

- 16.1 No provision of the Hiring Agreement shall be enforceable by any third party under the Contracts (Rights of Third Parties) Act (Cap. 53B) or otherwise.

17 SUCCESSORS AND ASSIGNS

- 17.1 Subject to any provision in the Hiring Agreement to the contrary, the Hiring Agreement shall enure to the benefit of and be binding upon the parties and their successors, trustees, permitted assigns or receivers, but shall not enure to the benefit of any other persons.

18 SEVERANCE

- 18.1 If any term or provision in the Hiring Agreement shall in whole or in part be held to any extent to be illegal or unenforceable under any enactment or rule of law, that term or provision or part shall to that extent be deemed not to form part of the Hiring Agreement and the enforceability of the remainder of the Hiring Agreement shall not be affected.

19 ENTIRE AGREEMENT

19.1 The Hiring Agreement embodies all the terms and conditions agreed upon between the parties hereto as to the subject matter of the Hiring Agreement and supersedes and cancels in all respects all previous agreements, representations, understandings and undertakings (whether written or oral, express or implied) as between the parties hereto with respect to the subject matter hereof.

20 AMENDMENT

20.1 No amendment or variation of the Hiring Agreement shall be effective unless in writing and signed by or on behalf of each of the parties hereto.

21 NON-WAIVER

21.1 No delay or omission by either party in exercising any of its rights or remedies under the Hiring Agreement or under any applicable law will be deemed a waiver of the exercise of such right or remedy or any other right or remedy on any other occasion.

22 COUNTERPARTS

22.1 The Hiring Agreement may be executed in counterparts by the respective parties, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement, provided that the Hiring Agreement shall be of no force and effect until the counterparts are exchanged.

23 COSTS

23.1 Each of the parties hereto shall bear its own legal and other costs and expenses incurred in connection with the negotiation, preparation and execution of the Hiring Agreement.

24 GOVERNING LAW AND JURISDICTION

24.1 The Hiring Agreement shall be governed by and construed in accordance with the laws of the Republic of Singapore. Any dispute arising out of or in connection with the Hiring Agreement, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause.

FAX LINE ACTIVATION INSTRUCTIONS

Please contact SingTel for new phone/ fax line activation.

You will need to furnish the following information.

Address:

1 Esplanade Drive
Singapore 038981

Riser Location:

B1 Visiting Office Telecom Riser
Riser 25 (located near CH-B01)

Serving Exchange:

SingTel: CT 20

DP Number:

SingTel: 8642B16

A Production Services representative will be available to meet with the SingTel technicians to help them access the riser.

For further assistance, please contact Production Services at Ext. 444

INTERNATIONAL DIALING

To make IDD Calls

1. Dial 800
2. Enter the password (default password is 12345), followed by the “#” key.
3. To dial out, press “9, 008, country Code, State Code, Other party’s phone number, #”

To change Password

1. Dial 801
2. Enter the phone’s extension number, followed by the “#” key.
3. Enter the password (default password is 12345), followed by the “#” key.
4. Enter the new password, followed by the “#” key.
5. Confirm the new password, followed by the “#” key.

Venue Hire Rates Structure

Venue charges are applicable to all activities related to the mounting of a production or event. This includes the load-in period for the Hirers' materials, the set-up and dismantling of hirers' and house equipment and post event restoration of the venue to its default configuration. Dark Days rates are also available.

The venues rates are calculated on a minimum package of 4.5hour blocks and additional hour options are available for Arts and Fundraising events.

Peak surcharge are applicable for Fridays, Saturdays and eve of Public Holidays*.

**Peak surcharge applies on Friday, Saturday and the eve of Singapore Public Holidays but does not apply to arts events in the Recital Studio or Theatre Studio.*

Venue charges are accrued continuously from the start of activity each day until the venue is vacated at the end of day.

Performance package rates apply to the period of time required from the start of the pre-show preparations until the end of post performance activities.

Included with the venue rates package are the following:

- Lighting, sound, and staging equipment allocated to the venue as indicated in the venue technical specifications
- Dressing Rooms, as indicated in the venue technical specifications (additional rooms will be included - subject to availability)
- Basic Utilities (Air-conditioning, power, water, lighting, local telephone)
- Company/Production Office space (subject to availability)
- Basic Labour (Ushers, Security, Housekeeping)
- Access to services provided by our Staging, Lighting, Sound and Wardrobe workshops.
- Green Room access
- Internet browsing (via PCs located in the Green Room)
- Free Parking as follows:

Concert Hall:	2 parking passes
Theatre:	3 parking passes
Recital Studio:	1 parking pass
Theatre Studio:	1 parking pass

IMPORTANT NOTES:

Not included in the Hire Rates:

- Technical crew
- Significant usage of utilities
- Long Distance telephone charges
- Analogue phone connections
- Additional equipment
- Rehearsal venues
- Consumable Items, such as batteries, tape etc
- Instrument Tunings (mandatory for public performances)
- Any third party costs such as external contractors, engineering, permits related to staging the event.

SCHEDULE (COMMERCIAL)

1. USE OF RECORDINGS

1.1 The Recordings shall be used solely for the following purpose:

Publication and/or screening and/or broadcast and/or communication to the public in: <i>(please state the names of all publications, channels, programmes, locations of presentation, websites, other media)</i>		
For the period	Commencing:	Ending:
Frequency of publication/screening/broadcast during above-stated period		
(For videos/films) Duration of each screening		
Country(ies) in which Recordings will be used		

1.2 TECL reserves the right to publish / screen / communicate to the public the Recordings before any use of the same by the Recording Party.

2. FEES PAYABLE

2.1 For existing Hirers with shows at the respective venues, the following rates apply:

- \$1,800 per event/production for Concert Hall, Theatre, Studios, Outdoor Spaces
- For Local non-profit arts groups only:**
- \$800 per event/production for Concert Hall, Theatre, Outdoor Spaces
- \$200 per event/production for Recital Studio and Theatre Studio

2.2 For Hirers who lease venues for the purpose of recordings only:

- i) The Recording Party is required to sign and return the duly completed Form and Agreement to TECL, together with 100% payment prior to the first date of Recording, failing which this booking shall be deemed to be cancelled or withdrawn.

ANNEX C2

The following fees are payable for the Recording Party's conduct / use of the Recordings:

RENTAL RATES

VENUES		RATES			
		4 Hours	16 Hours	Per Additional Hour	Peak Surcharge (Fri, Sat and Eve of Public Holiday)
Concert Hall	Concert Hall	S\$9,000	S\$13,500	S\$2,500	S\$1,000
	Main Foyer	S\$2,000	-	S\$500	Loading of 30% of base rental
	Circle 1 Foyer	S\$1,000	-	S\$250	
	Circle 2 Foyer	S\$2,000	-	S\$500	
	Circle 3 Foyer	S\$1,000	-	S\$250	

VENUES		RATES			
		4 Hours	16 Hours	Per Additional Hour	Peak Surcharge (Fri, Sat and Eve of Public Holiday)
Theatre	Theatre	S\$10,000	S\$15,000	S\$2,800	S\$1,300
	Stalls Foyer	S\$1,200	-	S\$300	Loading of 30% of base rental
	Main Foyer	S\$2,500	-	S\$625	
	Circle 1 Foyer	S\$1,000	-	S\$250	
	Circle 2 Foyer	S\$1,500	-	S\$375	
	Circle 3 Foyer	S\$1,000	-	S\$250	
Recital Studio		S\$1,200	S\$1,800	S\$350	S\$1,200
Theatre Studio		S\$1,200	S\$1,800	S\$350	S\$1,200

PUBLIC SPACES	RATES			
(Outdoor – The Edge, Roof Terrace, Outdoor Theatre, Waterfront , Forecourt, Courtyard etc) (Indoor – Concourse, Mall etc)	S\$3,000 (any 4 hours block between 9am to 6pm)	S\$5,500 (any 8 hours block between 9am to 6 pm)	S\$750 per additional hour	Peak Surcharge of 30% loading applies for Fri, Sat & Eve of Public Holiday

Above rates are subject to prevailing GST.

Rental packages: 4 hour minimum.

The Esplanade Co Ltd reserved the right to amend the above rental rates.

ADDITIONAL CHARGES

Tech Crew	S\$20/person/hour (8am – midnight)	S\$30/person/hour (midnight – 8am)	Minimum call-out time: 4 hours
Usher	S\$13/person per hour (8am – midnight)	S\$26/person/hour (midnight – 8am)	Minimum call-out time: 3 hours
Security	S\$150.00/person/4-hour shift	S\$15/person/hour for additional hours required	Minimum call-out time: 4 hours

Above rates are subject to prevailing GST.

Transportation charges apply for manpower required after 11pm.

The Esplanade Co Ltd reserved the right to amend the above rental rates.

RELEASE FORM – LOCATION / PREMISES & RECORDINGS

This form must be completed and signed by all parties who wish to carry out any recording (including photography, audio and video recordings and filming) at any of the locations/premises at Esplanade – Theatres on the Bay. This form should be carried by the persons carrying out the recording at all times for verification purposes.

DETAILS OF RECORDING REQUEST

Date of request	
Organisation making request ("The Recording Party")	
Name of representative	
Designation of representative	
Contact No.	
Intended Location of recording	

Recording conducted by:

- TECL Staff _____ (name / position)
- Authorised Agent(s)
- Name: _____
- Company: _____
- Position: _____

Recording conducted during:

- Rehearsal/Setup _____ (dates / time)
- Event _____ (dates / time)
- Others _____ (dates / time)

Type of Recording:

- Photography Audio Video/ Film

Purpose of Recording:

- Commercial
- Promotion of Esplanade event by hirer / artist / producer
- Archival
- Media
- Others _____ (please specify)

Billings Charge to:

- Recording Party Authorised Agent

TERMS AND CONDITIONS

Permission to use the locations / premises at Esplanade – Theatres on the Bay for any recording (including photography, audio and video recordings and filming) (“**Recording**”) as stated in the duly completed Location / Premises Release Form (“**the Form**”) is hereby granted by The Esplanade Co Ltd (“**TECL**”), on the terms and conditions set out herein (“**the Agreement**”):-

1. RELEASE OF LOCATION / PREMISES AND CONDUCT OF RECORDING

- 1.1 TECL agrees to permit the Recording Party to enter upon its property located at 1 Esplanade Drive and in particular the intended location as identified in the Form, for the purposes of carrying out Recording at the said location as stated in the Form.
- 1.2 All Recordings should be tasteful and in keeping with the image of Esplanade – Theatres on the Bay.
- 1.3 The Recording Party shall not make any Recordings within or outside of the premises of TECL, of TECL’s premises or any of the performers, artistes, or other personnel involved in any events held by TECL or at its premises, save in accordance with the terms of this Agreement. No person, other than designated TECL staff and/or the Recording Party’s authorised agent(s) as listed in the Form, is permitted to make any Recordings on TECL’s premises as stated above, unless otherwise agreed by TECL in writing.
- 1.4 Any requests for changes to be made to the scope of the Recordings as stated in the Form and as permitted under this Agreement, including but not limited to requests for extensions of time to carry out any Recordings, must be made in writing, and are subject to TECL’s written approval.
- 1.5 The Recording Party shall be solely responsible for obtaining all manpower and equipment necessary for carrying out the Recording, unless otherwise agreed by TECL in writing. Notwithstanding the foregoing, the Recording Party is required to make use of TECL’s ushers, technical crew (for the operation of TECL’s facilities and equipment) and/or security personnel, and the Recording Party shall not be allowed to use its own personnel for these purposes. In the event that any additional material, equipment, labour or other costs are incurred by TECL, such costs will be charged accordingly to the Recording Party, and the Recording Party hereby undertakes to make payment of the same.
- 1.6 The Recording Party shall not make any use (whether commercial or non-commercial) of the Recordings made under this Agreement or any copies thereof, save as in accordance with the scope of the permitted uses set out in the Schedule annexed hereto, unless prior written clearance is obtained from TECL. Nothing in this Agreement shall be construed as granting the Recording Party the exclusive use of any Recordings.
- 1.7 TECL reserves the right to vet all Recordings made before any use of the Recordings by the Recording Party, and where applicable, to approve the relevant storyboard and/or artwork. TECL reserves the right, in its sole and absolute discretion, to refuse Permission for the use of any Recordings, in the event that such Recordings do not comply with any of the terms of this Agreement. In the event of such refusal, the rejected Recordings and all copies thereof shall be surrendered to TECL upon demand.

- 1.8 The Recording Party shall not provide any Recordings or copies thereof to any third parties, save where such provision falls within the scope of the permitted uses set out in the Schedule annexed hereto, unless prior written clearance is obtained from TECL.
- 1.9 If requested by TECL, the Recording Party shall credit TECL in the publication or screening of the Recordings, or in the credits of the performance, or in such other form as is requested by TECL.
- 1.10 Upon the completion of each Recording session carried out, the Recording Party shall ensure that any venue at which the Recording is carried out is left in the same condition as it was when the Recording Party first entered the venue.

2. REPRESENTATIONS AND WARRANTIES

- 2.1 The Recording Party hereby represents and warrants that:
 - 2.1.1 where applicable, it has obtained all necessary approvals, clearances and waivers from any performers, artistes, or other personnel involved in any events held by TECL or at its premises;
 - 2.1.2 the Recordings or any use thereof shall in no way breach, violate or infringe any applicable laws, regulations, rules, directives, circulars, notices or directions relating to and/or governing the same;
 - 2.1.3 the Recordings (and any edits or alterations thereof) shall not contain, in whole or in part, any material that may, under any applicable laws, reasonably be construed to be inappropriate, objectionable or unlawful, including without limitation material that is defamatory, threatening, offensive, harassing, immoral, indecent, obscene, vulgar, racist, criminal, or material that promote or contain instructions on illegal or unlawful activities, harm or injury against any person or group of persons, including but not limited to TECL. Without limitation to the foregoing, the Recordings and any use thereof shall not adversely affect the image of TECL in any way;
 - 2.1.4 all licences, clearances and waivers and other approvals or consents in respect of all intellectual property rights owners (if any) comprised in or used in relation to the conduct and/or use of the Recordings have been obtained from the relevant rights owners; and
 - 2.1.5 the Recording Party shall make payment of all applicable licence fees, royalties, or any other expenses necessary for obtaining the licences, clearances and waivers and other approvals or consents as aforesaid, at no additional cost to TECL.

3. BREACH AND TERMINATION

- 3.1 TECL may, in its sole and absolute discretion, terminate this Agreement at any time prior to the completion of Recordings as stated in the Form without any previous notice, and/or revoke permission granted for the use of any Recordings for any purposes whatsoever, and/or refuse any future requests to carry out any Recordings, in the event that
 - 3.1.1 the Recording Party commits a material breach of this Agreement; or
 - 3.1.2 the Recording Party (or any of its servants, agents or employees) is guilty of any misconduct in connection with or affecting the business of TECL, whether or not in the course of carrying out any Recordings under this Agreement.

4. LIABILITY AND INDEMNITY

- 4.1 The Recording Party hereby agrees to fully and effectively indemnify TECL on demand for and against all proceedings, costs (including reasonable solicitors' fees and costs), claims, losses, damages and expenses of whatsoever nature, howsoever suffered or incurred by TECL arising out of or by reason of any breach of or non-compliance with any of the terms of this Agreement by the Recording Party or its servants, agents or employees.
- 4.2 TECL shall not be responsible for any injury or damage to persons or property, unless such injury or damage is caused by an act or omission which is the fault of TECL. Notwithstanding anything to the contrary in this Agreement, TECL shall not, except in respect of death or personal injury caused by the negligence of TECL, be liable to the Recording Party by reason of any representation or implied warranty, condition or other term or any duty at common law, or under the express terms of this Agreement, for any consequential loss or damage (whether for loss of profit or otherwise and whether occasioned by the negligence of TECL or its employees or agents or otherwise) arising out of or in connection with any act or omission of TECL relating to the subject of this Agreement.

5. TECL'S POLICIES AND HOUSE RULES

- 5.1 The Recording Party shall not use any of TECL's logos, trademarks or other images in which intellectual property rights subsist on any publicity or other materials whatsoever, save where expressly permitted by TECL in writing.
- 5.2 The Agreement shall be construed in conjunction with any of TECL's relevant existing policies as may be communicated to the Recording Party from time to time, including but not limited to TECL's House Rules. In the event of any conflict or inconsistency between the terms and conditions contained herein and such policies, the terms and conditions contained herein shall prevail.
- 5.3 The Recording Party acknowledges and agrees that TECL may from time to time and at any time add to, replace or amend TECL's policies, and the Recording Party agrees to be bound by all such additions, replacements and amendments.

6. FORCE MAJEURE AND EMERGENCIES

- 6.1 Any circumstance beyond the reasonable control of either party, which delays, interrupts or prevents any Recordings from taking place, is defined as "**Force Majeure**". Such circumstances shall include but are not limited to:
- 6.1.1 epidemic, pandemic, Act of God, explosion, flood, lightning, rain, storm, tempest, fire or accident;
- 6.1.2 war or threat of war, terrorist attack, breach of peace, insurrection, strike, picketing, lock-out or civil disturbance;
- 6.1.3 acts, restrictions, regulations, bye-laws, prohibitions, demands or measures of any kind on the part of any governmental, parliamentary or local authority, including but not limited to governmental requisition; and/or
- 6.1.4 sabotage, machinery breakdown or power failure not due to either party's fault.

- 6.2 Upon the occurrence of any Force Majeure event, each party shall for the duration of such event be relieved of any such obligation under this Agreement as is affected by the said Force Majeure event, provided that:
- 6.2.1 the provisions of the Agreement shall remain in force with regard to all other obligations under the Agreement which are not affected by such Force Majeure event; and
- 6.2.2 each party shall resume its full obligations under the Agreement upon it becoming aware or notified of the cessation of such Force Majeure event, unless terminated by either party in accordance with the terms of the Agreement.
- 6.3 In the event of an epidemic, pandemic, terrorist attack or other Force Majeure event, TECL reserves the right to implement or carry out such emergency measures as it may deem appropriate in its sole and absolute discretion, including but not limited to security checks, health checks, contact tracing and/or cancellation of any Recording session. The Recording Party (and its servants, agents and employees) shall comply fully and cooperate with TECL in the implementation of any applicable emergency measures.
- 6.4 Should any of the Recording sessions be delayed, cancelled or otherwise adversely affected by reason of a Force Majeure event, or should TECL implement any emergency measures as referred to above, TECL shall not be in default or in breach of this Agreement, and the Recording Party shall not be entitled to any remedy or recourse whatsoever against TECL for the failure to carry out such Recordings or for the implementation of the said emergency measures

7. MISCELLANEOUS

- 7.1 This Agreement is personal to the Recording Party and its rights and obligations hereunder are not capable of assignment in whole or in part without the prior written consent of TECL.
- This Agreement shall enure to the benefit of TECL and its successors and assigns. TECL may assign all or part of its rights under this Agreement without the consent of the Recording Party. Any such assignee shall be entitled to the full benefit of this Agreement to the same extent as if it were an original party in respect of the rights assigned to it.
- 7.2 Any notice to be given under the Agreement may be given to the relevant party at its address set out in the beginning of this Agreement (or to such other address, including email address, as that party may have notified to the other party for the purposes of the Agreement). A notice or demand required to be given under the Agreement shall be deemed to be served, if personally or electronically delivered, at the time of delivery, and if posted, at the expiration of two (2) days after the date of posting.
- 7.3 The Agreement is governed by and shall be construed in accordance with the laws of Singapore, and each party hereby submits to the non-exclusive jurisdiction of the Singapore courts.

- 7.4 Subject to the provisions concerning TECL's existing policies, this Agreement (including any Schedules annexed hereto) contains the entire agreement and understanding between the parties and supersedes all previous agreements, representations and arrangements (if any) relating to the subject matter of this Agreement. The Recording Party acknowledges and agrees that in entering into this Agreement, the Recording Party is not relying on any terms, understandings or representations that are not expressly stated herein.
- 7.5 This Agreement shall not be modified or varied, except by a written instrument signed by the parties hereto.
- 7.6 If any of the provisions of this Agreement becomes invalid, illegal or unenforceable in any respect under any law, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.
- 7.7 The expiration or determination of this Agreement howsoever arising shall not affect the provisions hereof as are expressed to operate or have effect thereafter and shall be without prejudice to any right of action already accrued to either party in respect of any breach of this Agreement by the other party.
- 7.8 The headings are inserted for convenience only and shall not affect the construction of this Agreement.
- 7.9 No failure on the part of TECL to exercise, and no delay on its part in exercising, any right or remedy under this Agreement will operate as a waiver thereof, nor will any single or partial exercise of any right under this Agreement preclude any other or further exercise of any other right. The rights and remedies in this Agreement are cumulative and not exclusive of any other right or remedies provided by law.

For and on behalf of the Recording Party

Name:
Date:

For and on behalf of TECL

Name:
Date:

SCHEDULE (ARCHIVAL / PROMOTION)

- 1 The Licensed Recordings shall be used solely for the following purposes:
 - 1.1 the Licensee's own historical or archival records;
 - 1.2 promotion or publicity of an event / performance / production carried out at TECL's premises ("**Event**"), the artist(s) featured in the Licensed Recordings, TECL, or the arts in Singapore; and/or
 - 1.3 other non-commercial purposes which are approved by TECL in writing.
- 2 TECL reserves the right to publish / screen / communicate to the public the Licensed Recordings before any use of the same