

Protocols and Guidelines for Renters

Renters wishing to book space should contact our Rentals Manager, via email at rentals@citadelcie.com to inquire about availability.

All renters will be required to submit a formal rental agreement that expands on the guidelines set out below. Renters will be required to submit the agreement prior to their rental being approved.

RENTAL PRICING

All rentals must be a minimum of 2 hours unless otherwise noted

JEAN SOPER STUDIO (lower studio - Studio B)

Non-technical rehearsal - \$25/hr

Non-technical rehearsal (more than 15 people attending) - \$35/hr

MIMI HERRNDORF STUDIO THEATRE (Studio A)

Non-technical rehearsal - \$30/hr

Non-technical rehearsal (more than 15 people attending) - \$40/hr

Technical rehearsals (includes 1 technician) - \$75/hr (4 hour minimum)

The Citadel does not charge HST on space rentals

Rental prices listed above are for rehearsals only. For all other rates including classes, workshops, filming, performances, and special events, please see additional rates on our website, or contact rentals@citadelcie.com.

PAYMENT POLICY

For last-minute rentals (within 5 days) payment is due in full upon receipt of invoice or booking is not valid.

For rentals over \$100, a 25% non-refundable deposit is due within 5 days of receipt of invoice. Full balance is due 2 weeks before start of rental.

If deposit is not received within 5 days of invoice being issued booking is no longer valid.

CANCELLATION POLICY

No refund if booking is cancelled less than 48 hours before start of rental.

Cancellation before 48 hours will be reimbursed 75% of payment minus \$25 processing fee.

Initial 25% deposit is non-refundable.

The Citadel staff reserve the right to refuse any booking that they feel puts employees or other users of the building at risk.

RENTAL USER GUIDELINES



Arrival:

The front door of The Citadel remains locked at all times. Remote entry is available for renters by ringing the doorbell.

We do not accept cash payments for rentals—all rentals must be paid in full in advance via electronic transfer or paid directly through the rental invoice.

Renters must arrive no more than 5 minutes before their scheduled start time.

Renters must exit the building no more than 10 minutes after their scheduled end time.



Capacity Limits:

Jean Soper Studio + Lobby Area	80 people
Mimi Herrndorf Studio Theatre	80 people
Lindy Green Wing (dressing room)	10 people

We suggest that studio and theatre doors remain open to allow more air flow into the spaces and to reduce the spread of bacteria via door handles and push bars.

Thermostats have been programmed at optimal settings for maximum fresh air return and are not to be adjusted by renters.



Keeping the Building Clean:

The studio, theatre, washrooms, green room, and lobby are cleaned thoroughly each day (including all high-touch surfaces and studio floors).

Only bottled water and beverages are allowed in studios. Meals and snacks are to be consumed in the lobby or the dressing room while seated. There is no food allowed in the studios.

Outdoor shoes are to be removed and placed on designated mats near the doors of each studio. No bare feet allowed outside of the studios.

For safety reasons, renters are not permitted to go into the booth or use any of the tools or equipment in the theatre. The auxiliary cord for access to the sound system is available at the dance floor level.



Elevator:

Maximum occupancy for the man-lift elevator is 2 people. The elevator is to be used for allowing those with mobility issues to access the theatre and the lower studio. The elevator can only be operated by Citadel staff.



Responsibilities of the Renter:

Unannounced visitors are not permitted.

Socializing in the lobby before or after your rental is discouraged. We ask that you leave as soon as possible so that fresh air can be cycled into the spaces before the next renter arrives. Please respect that the lobby is a public space and others may also be using it.