

# Frequently Asked Questions

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## 1) How can I check to see if the theatre is available?

Consult our Google Calendar posted on the website. This resowill give you a good “starting place” to determine if the theatre may be available.

## 2) How many people does the theatre hold?

Maximum seating capacity is 178, including organizers and ushers who must have an assigned seat if they wish to attend the event. There is no standing room available.

## 3) Is the venue wheelchair accessible?

The theatre is accessible for audience members only. Please see GIT Accessible Route (on the GIT Forms page) for directions.

## 4) Is there parking close to the theatre?

Yes! See the GIT Welcome Package for information on Parking.

## 5) What equipment is available?

Consult GIT Forms for PDF copies of information about the theatre and please contact us for a tour so that we can understand your specific requirements.

## 6) How do I reserve the theatre?

The theatre is booked on a first-come, first-served basis. It is in high demand and the schedule changes frequently. To request a date, complete the form titled “George Ignatieff Theatre Rental Inquiry”. Once the form is complete, the Theatre Manager will respond with a quotation, information about availability, or with additional questions. You will be asked if you would like a contract to be prepared. Bookings are confirmed by receipt of a signed contract and payment. The theatre is not “held” or “reserved” without a contract except during the period while the contract is pending. Once a contract lapses, any temporary holds are removed and the theatre becomes available for booking.

## 7) How early can I access the space to start setting up?

For rehearsals, you can expect to arrive with your technician(s) at the start of your booking period. For events that that involve a live audience, your technician(s) will start setting up a minimum of 90 minutes prior to your published event start time

## 8) How quickly do I need to leave after my event ends?

Your technician will expect that your event will end on time and will work with you to ensure that the tidy-up and reset can be completed within the scheduled 30 minutes. If your event is complex or if you think that you may need to run later, please book additional time.

## 9) How much does the theatre cost to rent?

The theatre rates are posted on the website and will vary according to what level of support you need and how long you plan to book the theatre. Multi-day performance bookings and limited stage use events (like lectures and conferences) pay a lower fee than a single one-day performance. Additionally, University of Toronto Campus-recognized clubs, U of T Departments, schools and not-for-profit community groups are eligible for discounts.

### 10) How do I confirm my booking?

Sign the contract and send it back to us with the payment amount requested. Multi-day bookings usually pay a deposit to confirm their booking and then pay the balance later. If you are only paying part of the total fee, a payment schedule will be included in your contract. You may be required to provide evidence of liability insurance. Bookings are not complete and the contract is not confirmed until you have signed and returned your contract with the required payment.

### 11) What if I have to cancel my booking after the contract has been confirmed?

Our cancellation policy is as follows and applies to any portion of your booking:

- 1) If you cancel more than 60 days prior to the date of your event, we will refund your rental fee less a cancellation charge of the greater of \$250 and 25% of your rental fee. The cancellation charge is non-refundable and non-transferable.
- 2) If you cancel between 14 days to 60 days prior to your booking, we will refund your rental fee less the greater of \$250 and 50% of your rental fee.
- 3) If you cancel less than 14 days prior to your booking, there is no refund.

### 12) Can I re-schedule my booking after the contract has been confirmed?

We permit you to cancel any date and re-book during the same academic year, once per contract and only if there are at least 60 days remaining before the date that is changed. The re-booking fee for this service is \$75. Up to 14 days prior to your booking, you may adjust your hours of work on any day (assuming the time and technicians are available at the new times requested), without incurring any additional fees. If you have to re-schedule an entire day, it is treated like a cancellation and is subject to the same cancellation fees listed above.

### Additional questions?

Contact us by phone at 416-978-4166

or

by email at [theatre@trinity.utoronto.ca](mailto:theatre@trinity.utoronto.ca)