

VIC JUBA COMMUNITY THEATRE PROCEDURE



Title: Rental client hold/date challenge

Category: Box Office Operations

Effective Date: 2023/01/01

1. Purpose

- a. Vic Juba Community Theatre makes every effort to ensure rental clients are able to book their rental dates in a timely manner. This procedure outlines the sequence of events in the case of two or more clients requesting the same hold/booking dates.

2. Hold/date challenge procedure

Should a potential rental client wish to secure a rental date that is already being held by another rental client, they may request the theatre to challenge that hold date.

The challenged rental client must be prepared to place a \$500.00 non-refundable deposit should they wish to secure the hold date. Should the challenged client not be able to place a \$500 deposit, they will forfeit the date. The client with the initial hold will be given a time frame of seven (7) calendar days to decide if they wish to move forward with that date and provide their \$500 deposit.

Once a date challenge has been requested, the theatre will communicate the decision after seven (7) business days.

In the event, that the client wishes to change the date once the deposit has been placed that rental deposit will be applied to the subsequent date. The deposit becomes non-refundable should the rental client cancel the booking in its entirety.

3. Changes to the Procedure

- a. Revisions to the procedure must be approved by the General Manager.