

Live Performance



Information for

Hirers



Our Venues

Civic Theatre

The magnificent Civic Theatre is the heart and soul of live performance in Newcastle. It is a proscenium arch theatre seating 1474 in two tiers (stalls 859, dress circle 615) combining the grandeur and atmosphere of the great picture palaces, with the comfort, technology and professional capability of today.

The Civic Theatre also contains spaces for smaller more intimate functions or VIP events including the Civic Bar and the Promenade Room.

Rates	NFP	Commercial
Daily (Sun – Tue)	\$2,827	\$4,039
Daily (Wed – Sat)	\$4,051	\$5,785
Weekly*	\$19,781	\$28,257

Civic Theatre – Hire rates are based on a 24 hour hire period from 5am on the date of hire to 5am the following morning.

*Weekly rates run from Monday-Sunday. A minimum of 5 performances per week required.

^Rehearsal rate applicable Sun-Thurs only.

Concert Hall, Newcastle City Hall

The 793-seat Concert Hall at Newcastle City Hall has been acclaimed as one of the finest auditoriums in Australia. It features excellent natural acoustics, air conditioning and lighting. The stalls seat 468 with another 325 seats in the upper level gallery.

Rates	NFP	Commercial
Daily (Mon – Thur)	\$1,890	\$2,706
Daily (Fri – Sat)	\$3,933	\$5,500
Sun	POA	POA

Newcastle City Hall full day hire – more than 5 hours, less than 8 event hours, plus 1 hour bump in. Additional hours are charged pro-rata.

Newcastle City Hall Live Performance hire – up to 8 event hours, plus 1 hour bump in. Additional hours are charged pro-rata.

The Not for Profit (NFP) rate applies to registered incorporated not-for-profit organisations or charities, presenting events with community benefit or cultural purpose where the organisation is based in the LGA or can clearly demonstrate a reinvestment back into the LGA community. Does not apply to any other organisation or commercial purpose.

All fees and charges apply to Financial Year 2026/27 and include GST unless otherwise stated.

Playhouse

The Playhouse is an intimate arena style theatre for smaller live performance events. It is a thrust studio theatre seating 179 in raked seating, and with its own rehearsal space. Perfect for community theatre groups, it also provides great audience comfort, uninterrupted vision of the performance space and accessibility.

Rates	NFP	Commercial
Daily	\$542	\$775
Weekly (Mon – Fri)	\$1,790	\$2,556
Weekly (Mon – Sat)	\$2,168	\$3,096

Playhouse – Hire rates are based on a 24 hour hire period from 5am on the date of hire to 5am the following morning.

Sellable venue capacity will differ per event due to venue, promoter, and technical hold requirements.

Live Performance Rates

Venue hire for Live Performance is charged at the published hire rate, **or 11.5% of the net box office**, whichever is greater. All fees and charges apply to Financial Year 2026/27 and include GST unless otherwise stated.

Venue Hire Inclusions

- Standard in-house lighting rig including LED fixtures and moving wash fixtures
- Standard cleaning
- Air-Conditioning
- Electricity
- WiFi
- In-house sound system in the Playhouse and Concert Hall

Not Included in Venue Hire

- Staffing
- In-house sound system Civic Theatre
- Additional cleaning
- Concert Hall stage extension
- Projection Equipment in Civic Theatre and Concert Hall
- Piano in Civic Theatre and Concert Hall
- Specialised lighting fixtures and hazers

Staffing

Minimum Call
4 hours

Minimum Staffing Requirements

Civic Theatre	Duty Technician, Stage Door, Front of House Duty Manager & Ushers (1 usher per 100 patrons) Ticket Office*
Playhouse	Front of House Duty Manager & Ushers (1 usher per 100 patrons)*
Concert Hall	Front of House Duty Manager & Ushers (1 usher per 100 patrons) Ticket Office*

*Performances only

Labour Costs

Technical Staff*	Monday to Friday	\$77.60 p/h
	Saturday	\$116.50 p/h
	Sundays & overtime*	\$155.30 p/h
Visitor Experience (FOH) Staff*	Monday to Friday	\$72.15 p/h
	Saturday	\$108.20 p/h
	Sundays & overtime*	\$144.25 p/h
Ticket Office & Merchandise Staff*	Monday to Friday	\$75.45 p/h
	Saturday	\$113.20 p/h
	Sundays & overtime*	\$150.90 p/h

Meal penalty incurred if staff work in excess of five (5) consecutive hours without an appropriate break.
*Public Holiday rates available on application.

Additional Cleaning

Additional Cleaning	Monday to Friday	\$69.90 p/h
	Saturday	\$104.85 p/h
	Sundays, public holidays & overtime	\$139.80 p/h

Programs and Merchandise Sales

Commission Rate	A sales commission of 12% of gross sales will apply to all merchandise sales
Selling Policy	The Civic Theatre Newcastle will provide selling staff at the cost of the hirer



Bond

A Bond may be charged between the amount of \$500.00 and 100% of the venue hire fee, as specified in the Fees and Charges. The bond is refundable subject to the Terms and Conditions of the Hire Licence (GST N/A).

Additional Fees and Charges

Hired in Equipment or Services	Cost + 15%
First Aid	\$246.45 per performance
Industry Service Fee (ISF)	(see below)

ISF Fee

Civic Theatre	\$222.00 per performance
Playhouse	\$45.00 per performance
Concert Hall	\$135.00 per performance

Security Deposit

A deposit will be payable within 14 days from invoice date, for the following amount:

Live Performance Bookings (up to \$5,000)	100% of total venue hire up to \$5,000
Live Performance Bookings (\$5,000 – \$10,000)	\$5,000
Live Performance Bookings (\$10,000 – \$40,000)	\$10,000
Live Performance Bookings (\$40,000 and over)	25% of total venue hire

Security

Security staff will be provided on request by the hirer or as deemed necessary by Civic Theatre management. Security staff will be charged to the hirer at cost + 12%.

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Civic Theatre Ticket Office

Civic Theatre Newcastle is the authorised seller for all tickets to City of Newcastle venues – Civic Theatre, the Playhouse, Concert Hall, Newcastle City Hall. We also have the capability to sell tickets for any production or event at any venue through our experienced team of dedicated ticketing staff.

With our own in-house ticketing system and a team of experienced, dedicated ticketing staff, we have developed a keen understanding of our customers motivations and behaviors and how best to engage them. Combined with our local knowledge, we are expertly placed to connect our hirer's product with the Newcastle community.

The Civic Theatre Newcastle is a member of Live Performance Australia, the peak body representing the live performance industry and operates under the LPA Ticketing Code of Practice (Consumer Code).

Location

The Civic Ticket Office is located inside the Civic Theatre Foyer: 375 Hunter Street, Newcastle NSW

Opening Hours

Phone lines: Weekdays, 9am to 5pm

Ticket Office Counter: Weekdays, 10am to 2pm and 1 hour prior to a performance

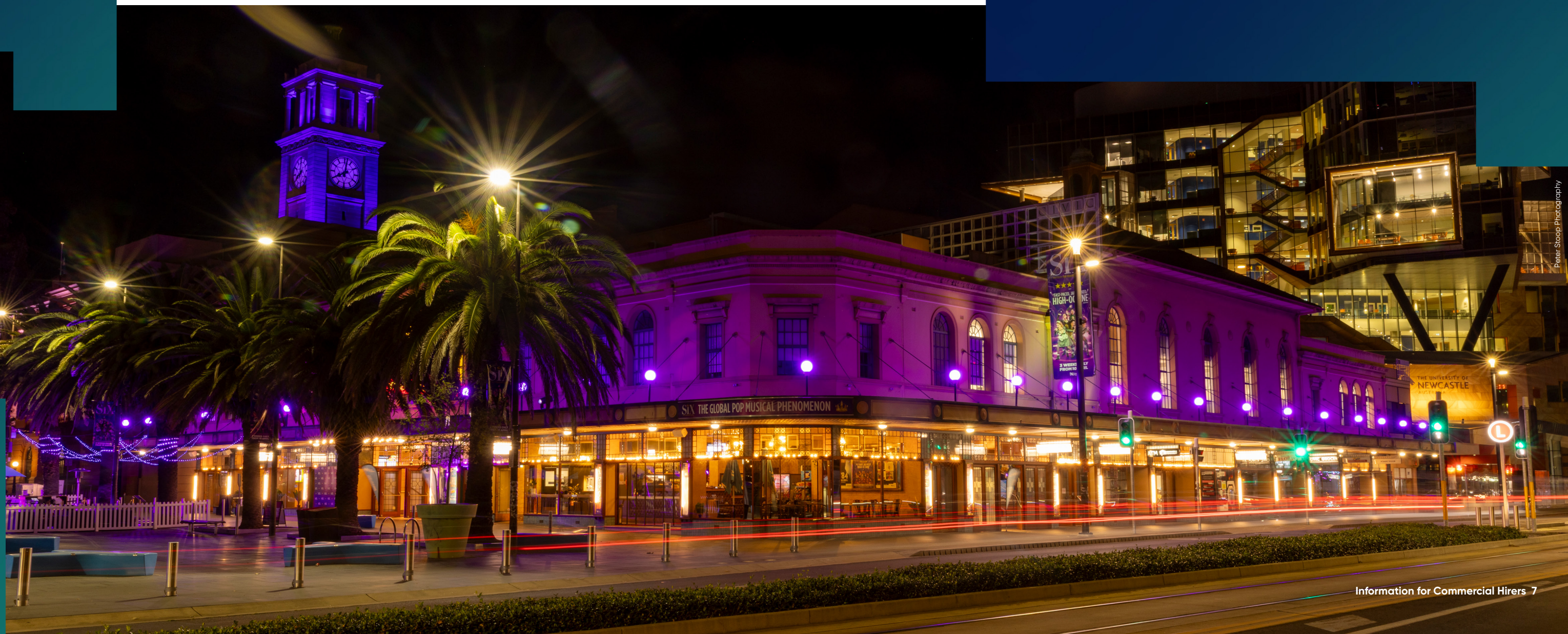
Playhouse and Concert Hall Ticket Counter: Open in the foyer 1 hour prior to a performance

Tickets are available online 24 hours a day: civictheatrenewcastle.com.au

Contact

For customer ticket sales enquiries please contact us on 4929 1977 or civicticketoffice@ncc.nsw.gov.au

For promoter ticketing support and service enquiries please contact us ticketingservices@ncc.nsw.gov.au



Ticketing Fees & Charges

Promoter Service Fee

Commercial rates

Promoter Net	Service Fee
\$0.01 - \$25.00	\$4.00 per ticket
\$25.01 - \$50.00	\$6.50 per ticket
\$50.01 - \$75.00	\$8.00 per ticket
\$75.01 - \$100.00	\$9.00 per ticket
\$100.01+	\$10.00 per ticket
Zero price tickets	\$1.25 per ticket

NFP rates

Promoter Net	Service Fee
\$0.01 - \$10.00	\$2.15 per ticket
\$10.01 - \$25.00	\$3.10 per ticket
\$25.01 - \$50.00	\$4.65 per ticket
\$50.01 - \$75.00	\$6.40 per ticket
\$75.01 - \$100.00	\$7.90 per ticket
\$100.01+	\$9.15 per ticket
Zero price tickets	\$1.00 per ticket

Merchant Fee

1.15% of ticket face value on all tickets sold.

Transaction Fee

A transaction fee of \$6.25 applies to all internet and phone bookings.

In person purchase \$0.00.

Ticketing Event Builds

Please note that we require 10 working days from receiving the completed ticketing questionnaire and final marketing assets to the required specifications to get an event on sale.

Settlement of Ticket Office Receipts

Please allow 15 working days from the performance date to receive settlement documentation and payment/invoice.



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Catering & Riders

Catering

There is a contemporary cafe and bar located within the Civic Theatre. It is open weekdays from 7.30am until 2pm and 1 hour prior to events in the Civic Theatre.

The catering team is available for all pre and post-show functions and performance riders. The menus have been designed to meet every occasion or budget and can be tailored to address any specific food requirements.

The bar is also open one hour prior to performances, offering a selection of premium beverages and theatre snacks.

We are also able to provide bar facilities in the Concert Hall, Playhouse & Newcastle City Hall.

Self-catering is not permitted within Civic Theatre Newcastle, Concert Hall, Playhouse or Newcastle City Hall.

Riders

Civic Theatre, Playhouse, Concert Hall

Please contact the Retail Hospitality Coordinator to organise your catering and rider requirements.

Olivia Garfoot - Retail Hospitality Coordinator

Email: ogarfoot@ncc.nsw.gov.au

Riders must be finalised 7 days prior to the event and rider information should be provided to the Food and Beverage Team no less than 14 days prior to the event.

Venue Hire Process

Contact our venue hire coordinators on: (02) 4974 1461 or email venuehire@ncc.nsw.gov.au

Venue availability

For **Civic Theatre Newcastle** bookings, the calendar opens to hirers 24 months from the enquiry, and Newcastle City Hall, Concert Hall 12 months from date of enquiry. If your enquiry is relating to a date beyond this time frame, consideration is at the discretion of Civic Theatre Newcastle management. For **Playhouse** bookings, calendars open as follows:

Booking Length	Calendar Opens
4+ Days	24 months from enquiry
2 – 3 Days	18 months from enquiry
Single Day	12 months from enquiry

Applying for a pencil hold

Venue hire enquiries must be received in writing via email, stating a production title. This mechanism provides for transparent receipt of enquiry date and time data. Further details about the production may be requested at this time and prior to accepting a pencil hold.

A pencil hold is **not** a confirmed booking and does not create a Venue Hire Licence, or agreement to hire the venue to the applicant. It only establishes a priority system for pencil holders for the venue on the pencilled dates for their event.

If there is a change to the production from when the original pencil hold was made, Civic Theatre Newcastle management reserves the right to release the date or demote it to the back of the priority queue as it may impact on other scheduled events or other pencil holds with the next priority.

City Hall will accept a maximum of 2 pencil hold date options per production. After 30 days of holding 2 options, this will be reduced to your 1 preferred date option, which will be held for an additional 30 days. A pencil hold with only 1 date option will be held for a maximum of 60 days.

Confirmed Bookings

A booking is confirmed when we receive your signed copy of the Venue Hire License and payment of the Security Deposit. Confirmed bookings will typically go on sale up to 10 business days after a completed ticketing questionnaire has been received.

Cancellation of a Booking

Within 180 days of the performance, the Hirer forfeits the full deposit amount.

The Hirer is also liable for a Ticket Refund Service Fee for each ticket sold prior to the time of that cancellation being received by the Civic Theatre Newcastle in writing as well as a labour charge for ticketing refunds (minimum of 4 hours).

More than 180 days from the performance, the Hirer will forfeit \$250.00 of the deposit.

The Hirer is also liable for a Ticket Refund Fee equivalent to the booking fee for each ticket sold prior to the time of that cancellation being received by the Civic Theatre Newcastle in writing as well as a labour charge for ticketing refunds (minimum of 4 hours).

Public Liability Insurance

Hirers are required to provide a copy of their public liability insurance certificate of currency with a minimum coverage of \$20 million and Newcastle City Council noted as an interested party at the time of confirmation. The Civic Theatre Newcastle reserves the right to not permit this event to proceed without sighting and confirming a certificate for Public Liability coverage for the event.

Marketing Services

Our experienced team looks forward to supporting you in presenting a successful event at our venues. Our venue marketing is designed to complement your own campaign and help connect your event with Civic Theatre audiences.

Included with your venue hire

We provide a variety of complimentary venue marketing to assist with your event promotion including:

Dedicated event page and booking link on civictheatrenewcastle.com.au

Ticket Office phone and customer sales.

Access to complimentary venue marketing opportunities where appropriate, including website features, e-newsletters, social media, digital screens, posters and flyer displays.

Additional Marketing Opportunities

A range of paid marketing opportunities are available to further support your event, including targeted email marketing, premium venue signage and other promotional options.

All marketing activity is planned across our program and is based on factors including campaign timing, audience suitability, and overall marketing priorities. Placement across Civic Theatre's channels is at the venue's discretion.

A detailed Marketing Services Guide outlining marketing opportunities, artwork specifications and promotional requirements will be provided following confirmation of your booking.

To receive more information please contact venuemarketing@ncc.nsw.gov.au



Venue Specifications

Civic Theatre

Backstage facilities,
access and crew parking (limited)

Access via stage door (Hunter Street)
and loading dock (Christie Street)

Production office

Dressing rooms x 11

Mezzanine level greenroom

Back of house capacity
of 150 artists and crew

For comprehensive and up to date technical
specifications please click [here](#).

Concert Hall, Newcastle City Hall

Backstage facilities,
access and parking (limited)

Access via Christie Street and
King Street

Stage is located 1 floor up
from street level

Dressing rooms x 3

Lift access

Playhouse

Backstage facilities

Access via stage door
(Hunter Street)

Loading door (Hunter Street)

Stage is located 1 floor up from
street level

Rehearsal/dressing room

Lift access

Deliveries

Unless alternative arrangements are made,
all hirer's equipment must be delivered on
the day of occupancy and removed at the
conclusion of the event.

Hirer Parking

Limited parking is available for hirers of the
Civic Theatre and Concert Hall, Newcastle
City Hall, for loading activities, and during
your stay. Parking is only available for
Playhouse hirers to facilitate load in and
out activities, no parking is available for the
duration of your stay. Boom gate access to
pre-authorised vehicles only.

Wheelchair access

Civic Theatre

Ramps to stage and backstage areas.
Stalls only – ground floor, raked floor.
There is no lift access to the dress circle.

Playhouse

Lift available to stage and auditorium.
Seating in Row F.

Concert Hall

MobiLift to stage and backstage areas.
Lift available to stalls only – flat floor.
No wheelchair seating in the gallery.

If you require additional support or have
specific access needs, we encourage you to
contact our team in advance so we can assist
where possible.

For information regarding access in
our venues for patrons please visit the
[Accessibility page](#) on our website.



Venue Hire Contacts

Jordan Campbell
Venue Hire
02 4974 2162
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Jo Michel
Visitor Services
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Leonie Wallace
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Olivia Garfoot
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Melissa Damstra
Visitor Experience Coordinator
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For more information visit
civictheatrenewcastle.com.au/Venue-Hire

For enquiries please call 4974 1461 or email
venuehire@ncc.nsw.gov.au



Civic
Theatre

