



T H E

A R M S T R O N G

G A T H E R • C E L E B R A T E • I N S P I R E

DRAFT - Technical Provision for Hirers

Version 0.9

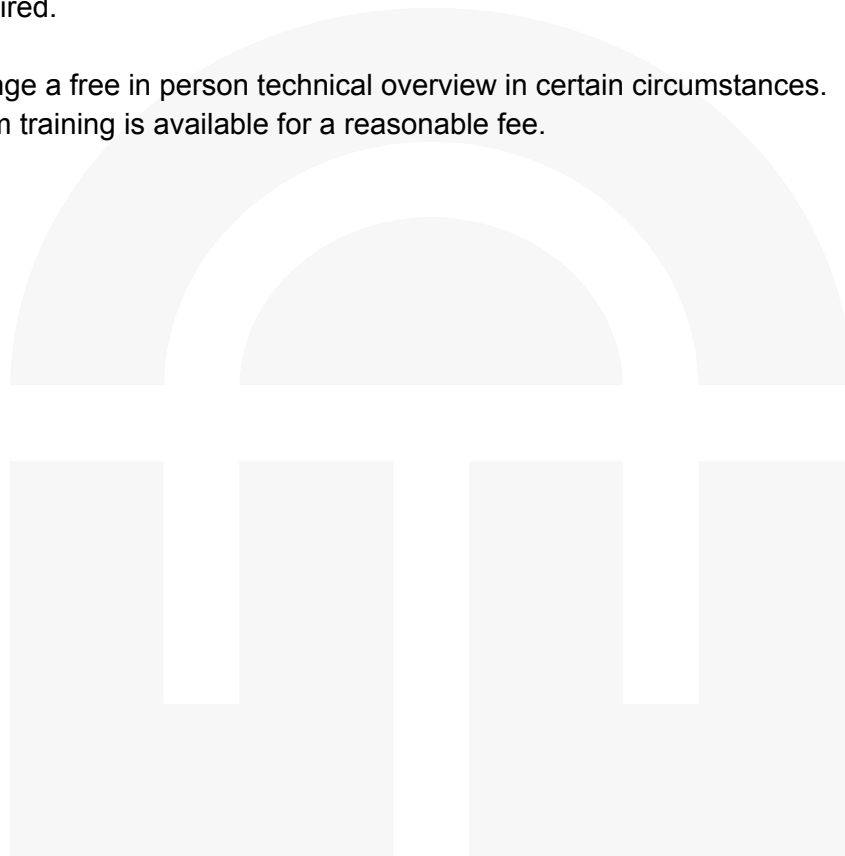
Overview

This document contains the details of the technical provision for hirers of The Armstrong. It is subject to change as our specifications change. The latest version is always available on our website.

All hirer's are subject to our Hire terms and conditions and there is the expectation that all users of technical equipment only work within their skillset as the hirer will be responsible for any damage or misconfiguration.

We provide the majority of our facilities included in the standard hire charges. For more complex requirements there may be additional charges. Please discuss with the booking team as required.

We can arrange a free in person technical overview in certain circumstances. Full and formal system training is available for a reasonable fee.



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1 Hirer responsibilities

The following aspects are essential to ensure a safe and legal hire of The Armstrong. This section is provided for information only and does not constitute comprehensive legal advice.

Competency

We strongly recommend that hirer's nominate specific competent users for our technical equipment. We may require evidence of competency of personnel for particularly complex technical requirements. Any questions or concerns please raise to The Armstrong booking team.

Health & Safety

Risk Assessment

We strongly recommend hirer's complete a Risk Assessment for their event. The Risk Assessment must identify potential hazards specific to the hirer's use (e.g., stage setup, use of props, dance routines, cables, technical equipment brought in) and detail the control measures put in place to mitigate those risks.

We may require a Risk Assessment for events of a certain scale/complexity.

Equipment Safety

Any equipment brought into the venue by the hirer (e.g. staging, scenery, lighting desks, amplifiers, catering equipment) must be in safe working order and, where practical, have current PAT testing certification. The Armstrong reserves the right to disconnect and or remove any equipment deemed unsafe.

Any temporary staging, scaffolding, or scenery erected must be stable, erected by competent persons, and not interfere with the building's structure or utilities. All attached equipment must adhere to the specified weight and power limits. The hirer is responsible for any cost to determine the limits of any unknown anchor points or power points.

Accident Reporting

The hirer must immediately report all accidents, incidents, or near misses that occur during their hire period to The Armstrong's duty supervisor or management.

The Armstrong will record the incident in its Accident Book.

RIDDOR Responsibility: The hirer is responsible for determining if a serious accident (as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)) has occurred during their activity. If so, the hirer must notify the Health and Safety Executive (HSE) directly. The hirer must also provide a copy of their notification to The Armstrong immediately.

Fire Safety & Emergency Procedures

The hirer and their lead personnel must familiarise themselves with The Armstrong's Fire Safety and Emergency Procedures, including the location of fire exits, fire extinguishers, and the Assembly Point (to be designated).

The hirer is responsible for communicating essential emergency information to their attendees at the start of the event.

For events open to the public (including public booking) the hirer must ensure that an appropriate amount of ushers and fire marshals are present. The Armstrong may be able to provide these staff. (Please see staff provisions below).

Fire escape routes must not be obstructed by props, seating, equipment, or belongings at any time. Exit doors must be clearly visible and accessible.

This diagram indicates the areas that must remain free and accessible:

[diagram of evacuation routes TBC]

Our fire safety documentation is available on request.

Licensing & Insurance

The Armstrong holds various levels of mandatory licensing and insurance. These licenses and insurance only cover certain activities and liabilities. Hirer's are responsible for ensuring that the required licences and insurances for their event are in place.

A copy of our licenses and insurance are available on request.

Premises License

The Armstrong holds a Premises Licence issued by the local licensing authority (South Gloucestershire Council). This licence authorises two key activities in the specified areas of the venue (The Cossham Hall, The Foyer, and The Landsdown):

- **Sale of Alcohol:** This authorises the sale of alcohol from the licensed bar in The Foyer. Any hirer wishing to use the bar facilities must do so under the supervision of The Armstrong's designated staff/supervisors and within the hours and conditions stipulated by the Premises Licence.
- **Provision of Regulated Entertainment:** This covers the main forms of entertainment most hirer's plan to host, between the hours of 8am and 11pm, including the below :
 - Performance of a Play
 - Exhibition of a Film (Separate copyright licensing is also required – see Media Licenses below).
 - Performance of Live Music
 - Playing of Recorded Music
 - Performance of Dance

If a hirer wishes to conduct activities outside of our premises license a late license extension may be requested. This will require no less than 3 months notice and will incur additional administrative and hourly extension fees.

Media Licenses

The Armstrong holds a current TheMusicLicence, which combines the permissions previously granted separately by PRS for Music and PPL (Phonographic Performance Ltd).

- **PRS for Music:** Covers the rights of songwriters, composers, and publishers (the musical work/score).
- **PPL:** Covers the rights of performers and record companies (the specific sound recording).

The Armstrong's TheMusicLicence generally covers:

- **Background Music:** Playing recorded music in public areas (e.g., the foyer, bar and communal areas).
- **Live Music:** The performance of live music (e.g. in The Cossham Hall or Foyer).
 - Including: Concert/Review performances
 - Excluding: Any performances by a profit making organisation
 - Excluding: Any songs from Grease and The Greatest Showman
 - Excluding: Any songs from Disney where there is any dramatisation referencing the source material (e.g. characterisation, performance, costume, set)
 - Excluding: Any songs from any musical where there is any dramatisation referencing the source material (e.g. characterisation, performance, costume, set)
 - Excluding: A large proportion from a single dramatico-musical work, where large proportion is any of:
 - More than 25 minutes
 - A whole act
 - A condensed/"potted" version
 - Excluding: Concert/Review performances where any ticket prices are in excess of £20
- **Music in Films:** The playing of music that is an integral part of a film soundtrack being screened.

Hirer's are responsible for acquiring any additional media licenses as required by their event. For example grand rights for a dramatico-musical work or specific single title license for a film.

The Armstrong does NOT hold any specific film or tv licensing. The hirer is responsible for obtaining any appropriate PVSL or MPLC license.

Public Liability Insurance

The Armstrong holds its own Public Liability Insurance (PLI) to a substantial level

This insurance primarily protects The Armstrong (the charity, its trustees, staff, and volunteers) against claims of injury, loss, or property damage brought by a third party (e.g., a member of the public, audience member, or visitor) that arise due to the negligence of The Armstrong or a fault in the venue premises (e.g., a slip caused by a wet floor that was not signposted, or a ceiling tile falling).

Hirer's Liability Insurance

This is an extension of The Armstrong's PLI policy and covers the The Armstrong's potential liability for loss or damage to the premises (e.g., damage to the building, fixtures, or fittings) caused by the negligence of a non-commercial hirer. It also covers claims of injury or damage brought by a third party (e.g., a guest) where that injury is found to be the fault of a non-commercial hirer who does not hold their own Public Liability Insurance. Hirer's will be responsible for the excess on any claim against our Hirer's Liability Insurance.

This insurance does not cover the hirer's own equipment or property that is set-up or brought onto the premises.

This insurance does not cover any commercial activity run for profit or conducted by a formal business, sole-trader or organisation. We may require proof of a hirer's own Public Liability Insurance at point of booking.

2 What we provide

This section provides an overview of what hirers have access to as standard.

For more complex hires please see section our full technical inventory in section 4.

The A-Pad

We provide an easy-to-use touch screen interface that provides a comprehensive set of options that should be adequate for most users:



A guide on how to use The Armstrong-Pad (The A-Pad) is in section 5 of this document.

We advise that only the hirer and other competent users use the A-Pad.

The Cossham

Room Facilities

We provide long tables and chairs for use within the venue. For details and potential seating plans see section 4.

We will arrange furniture in the room as required if the hirer has booked a Managed rate.

[furniture information TBC]

We may be able to arrange hire of additional/different tables and chairs for an additional charge.

The capacities for the Cossham are as follows:

Style	Capacity
Theatre	120 + 32 balcony
Exhibition	8 tables
Dining	70
Dance/Ballroom	48
Feasting tables	48
Standing	120

Staging

The stage area is at floor level.

We have access to raised LiteDeck/StageDeck staging from another local theatre charity. This staging is available on request in 2m by 1m sections and at various heights. There may be a charge for the use of this staging and/or for custom heights.

A managed booking is required to arrange the setup of staging and staging requirements must be agreed at time of booking with two weeks minimum notice.



Lighting

A basic lighting system is available for use consisting:

- House lights
- A number of spotlights
- A number of coloured wash lights
- Basic lighting control

The system can be configured using the A-Pad into the following setups:

- A number of stage presets
- Front of house on full
- Front of house ambient lighting
- More TBC

Sound

A comprehensive sound system is available for use consisting:

- Five amplified speakers and a subwoofer
- Two radio microphones
 - 1 lavelier
 - 1 handheld
 - 1 stand (for the handheld)
- Audio inputs to play sound/music from a phone/laptop or audio player
 - 3.5mm
 - Bluetooth
 - USB C
 - Lighting
- Basic volume control

The system can easily be configured using the A-Pad into the following setups:

- 5.1 surround sound (for film/video use with the projector)
- Mono all speakers (e.g. for a dance class)
- Stereo front speakers (e.g. for theatre/comedy/bands)

(For more information please see section 5 on the A-Pad)

Audio inputs are located

- Stage left IO box
- Balcony IO box
- (Bluetooth anywhere as the input box is portable)

The speakers are fixed and may not be moved under any circumstances.

Projection

A 9k lumen high definition projector targeted on the projection screen above the stage for use for film and video.

Video inputs are located:

- Stage left IO box
- Balcony IO box
- Green room

The projector is fixed and may not be moved under any circumstances.

The Foyer

Sound

Speakers for ambient sound and announcements are throughout the foyer and toilets. These speakers are interconnected with The Cossham sound system and so output can be aligned if required.

General

WiFi, Networking & Internet

Public Guest WiFi is available with internet for everyone by connecting and providing a contact email address.

Private Hirer WiFi is available with internet on request.

Private hardwired internet access is available in various locations throughout the building on request.

Ticketing & Box Office Service

The Armstrong provides an **optional** comprehensive box office and ticket booking service via our ticketing provider TicketSource. The configuration and use of this service is provided free of charge (customers will pay a fee to TicketSource directly when booking). The hirer must complete the Ticket & Box Office form to allow for configuration.

The box-office service includes:

- Online booking via our website and social media
- Phone booking via TicketSource telephone booking service
- In-person bookings at The Armstrong box office during managed events [TBC]
- Digital, printed, sms, or posted tickets
- General admission and seating plan admission
- Pricing tiers and structures
- Discounted fees for customers (as we are a charity)
- Automatic listing on The Armstrong website homepage and events page
- Automatic listing on The Armstrong foyer digital signage
- Automatic enhanced google search results for the event

Hirer's wishing to use this service the hirer must be aware of the following:

- Configuration lead-time is 2-4 weeks
- All customers must adhere to The Armstrong ticketing terms and conditions
- Payout for ticketing will be direct from TicketSource and will be on the Monday after the event (with funds normally arriving on or before the following Wednesday).

Marketing

The Armstrong wants all hirer's events to succeed and may assist with marketing as below.

We will as standard include hirer's events on our website event calendar where the public are able to attend the event.

If using our Ticketing & Box Office service we will include hirer's events on our Ticket listing on our website.

We MAY be able to:

- Reference hirer's events in one or more of our social media posts
- Display the hirer's event graphics on our foyer display screen(s).
- Include hirer's events in our regular digital newsletter

To take advantage of these please ensure event details and graphics are provided. (see the [Marketing](#) section below)

Additional marketing assistance may be available for a fee.

Staffing

The Armstrong will include bar staff as standard when the bar is open.

The Armstrong may be able to provide usher staff for public events and technical staff for performance events on request for a fee.

3 Technical Equipment Inventory

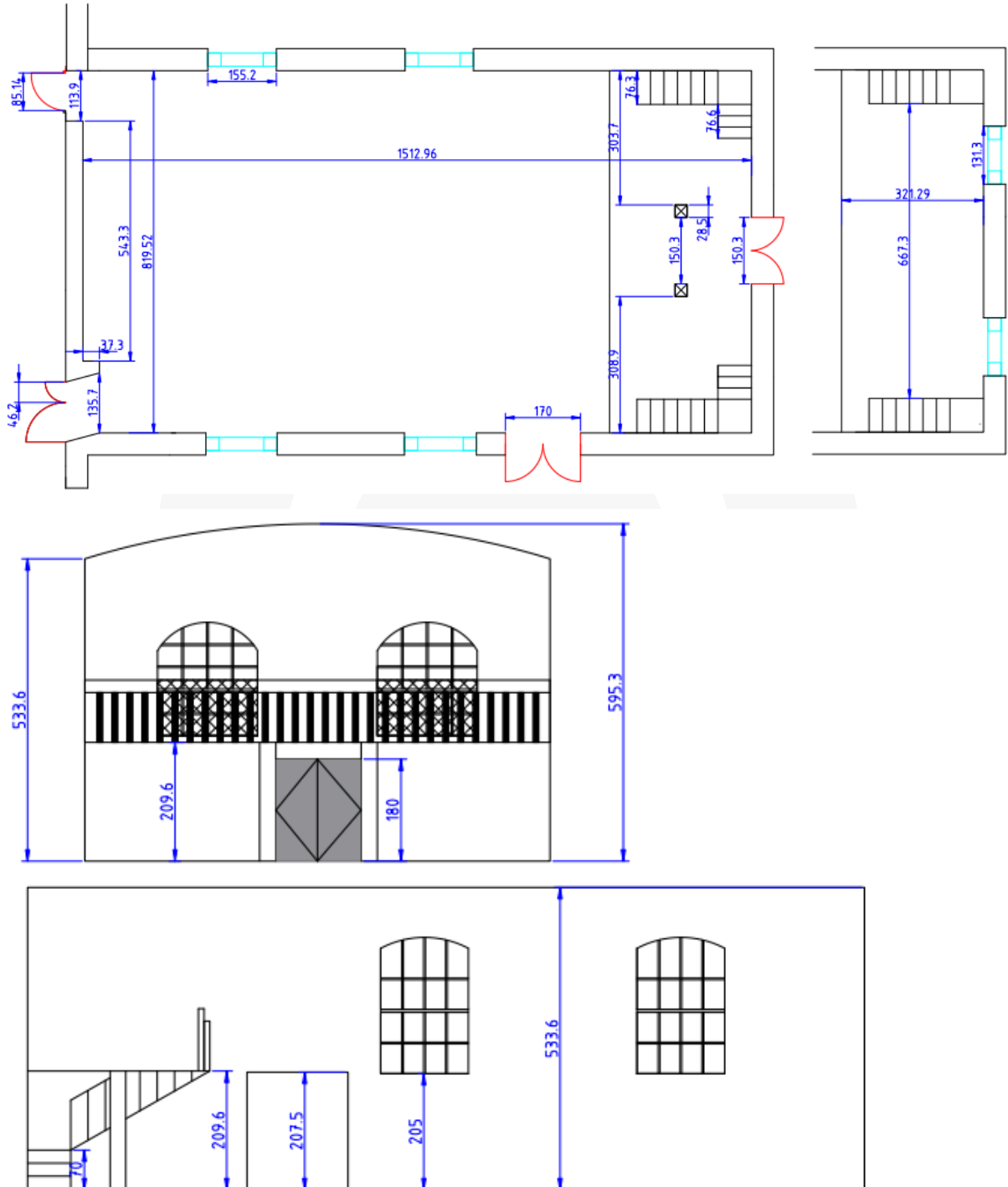
Hirers may not bypass or alter any equipment in the equipment rack located in the Green Room.

If any complex arrangements are required please contact the technical department on tech@thearmstrong.co.uk.



The Cosham

Dimensions



Room Facilities

Available chairs TBC

Available tables TBC



Seating Plan

Maximum seating plan is documented below and agreed and approved by the appropriate licensing and fire authorities. A reduction of these seating plans is ok as standard. Alternative seating plans may require the hirer to obtain separated approval from licensing and fire authorities.

- Row AA can accommodate a maximum stage thrust of 2m
- Row A can accommodate a maximum stage thrust of 3m
- Wheelchair/mobility scooter user positioning is indicated and takes up FOUR of the indicated seats.
- Balcony seating must be reduced if Sound/Lighting positions are required. Suggested removal of M6, M7, M8, N6, N7, N8 to make room for a 1.5m wide desk and 2 technicians

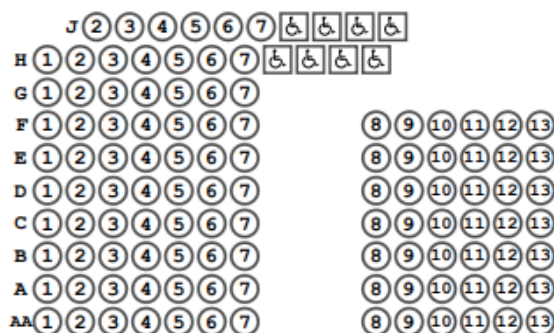
(Whole venue capacity is currently capped at 220).

For hirers using their own ticketing and box office The Armstrong takes no responsibility for incorrect configuration and/or management of seating plans.

Balcony



Flat Seating



Emergency Exit

STAGE



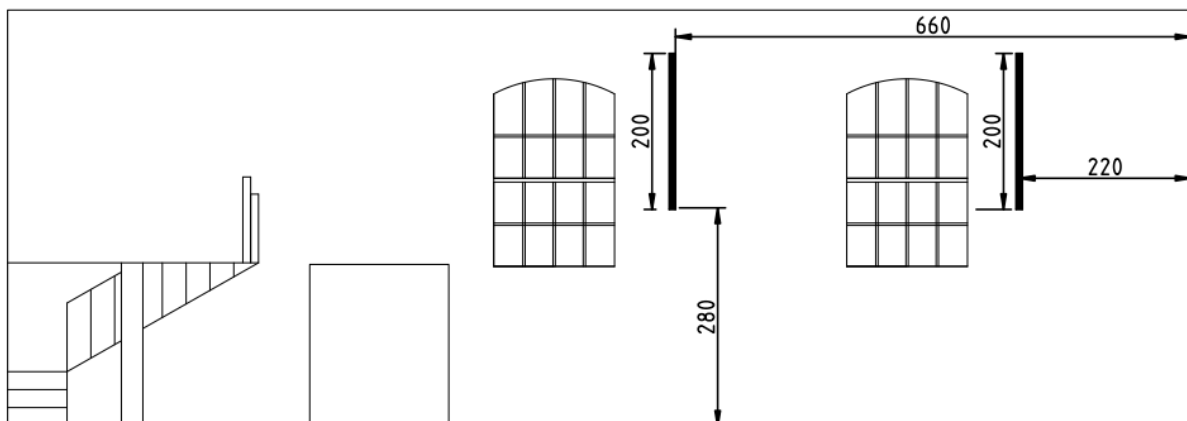
Entrance

Staging

[example staging layout diagram TBC]


















Rigging Points



















- Four vertical bars
 - Rated at 60kg load each
 - Located stage side of each window on the both of the side walls
 - Dimensions as below (as measured from the stage backwall)



- Each vertical bar has 4 horizontal bars (16 in total)
 - 25cm long
 - Rated at 60kg load each (note the total vertical bar load above)

Patching Points

Panel CH01		Cossham Hall balcony control position	
Description	Port	Port	Description
cat6a to Rack			Main PA L input
cat6a 1 to CH02			Main PA R input
cat6a 2 to CH02			Output 6 from CH02
cat6a 3 to CH02			Output 5 from CH02
			Output 4 from CH02
			Output 3 from CH02
From rack (to projector)			Output 2 from CH02
			Output 1 from CH02
??			DMX In (to rack)
??			DMX Out (from rack)

Panel CH02		Cossham Hall Stage Left	
Description	Port	Port	Description
IT Network			Main PA L input
IT Network			Main PA R input
cat6a to Rack			Input 6 to CH01
cat6a 1 to CH01			Input 5 to CH01
cat6a 2 to CH01			Input 4 to CH01
cat6a 3 to CH01			Input 3 to CH01
			Input 2 to CH01
To rack (projector source)			Input 1 to CH01
??			
??			DMX Out (from rack)

Power

Three 13a ring mains

1. Stage left wall
 - 4 x 13a sockets on stage
 - 2 x 13a socket top of upstage lighting bar
 - 2 x 13a socket top of downstage lighting bar
 - 2 x 13a socket floor level halfway down the room
2. Right wall
 - 4 x 13a sockets on stage
 - 2 x 13a socket top of upstage lighting bar
 - 2 x 13a socket top of downstage lighting bar
 - 2 x 13a socket floor level halfway down the room
3. Hall rear
 - 6 x 13a sockets at rear



Lighting

Equipment

- 4 x Elumen Virtuoso 600 Profile
 - 2 on house left mid bar
 - 2 on house right mid bar
- 12 x Showtec LED Par 64 Q4-18 RGBW Parcan
 - 2 on house left mid bar
 - 2 on house right mid bar
 - 4 on house front left bar
 - 4 on house front right bar
- 4 x Showtec Pixel Bar 8 COB RGB Batten
 - Available on request
- A-Pad
 - Basic lighting control
- House light control
 - Four button houselights remote (entrance)
 - A-Pad house light control
 - DMX house light control
 - Minimum 1 second fade time
 - Highest Takes Precedence
- Artnet/SACN inputs/outputs available on request
- FLX S24 lighting desk available on request

Some/All/Most (TBC) lights are used in automated presets for all venue users and so must be returned to their original focus positions as per the rig plans and focus plot. Failure to do so may result in additional fees to return the rig to its original state.

DMX Addresses & Personalities

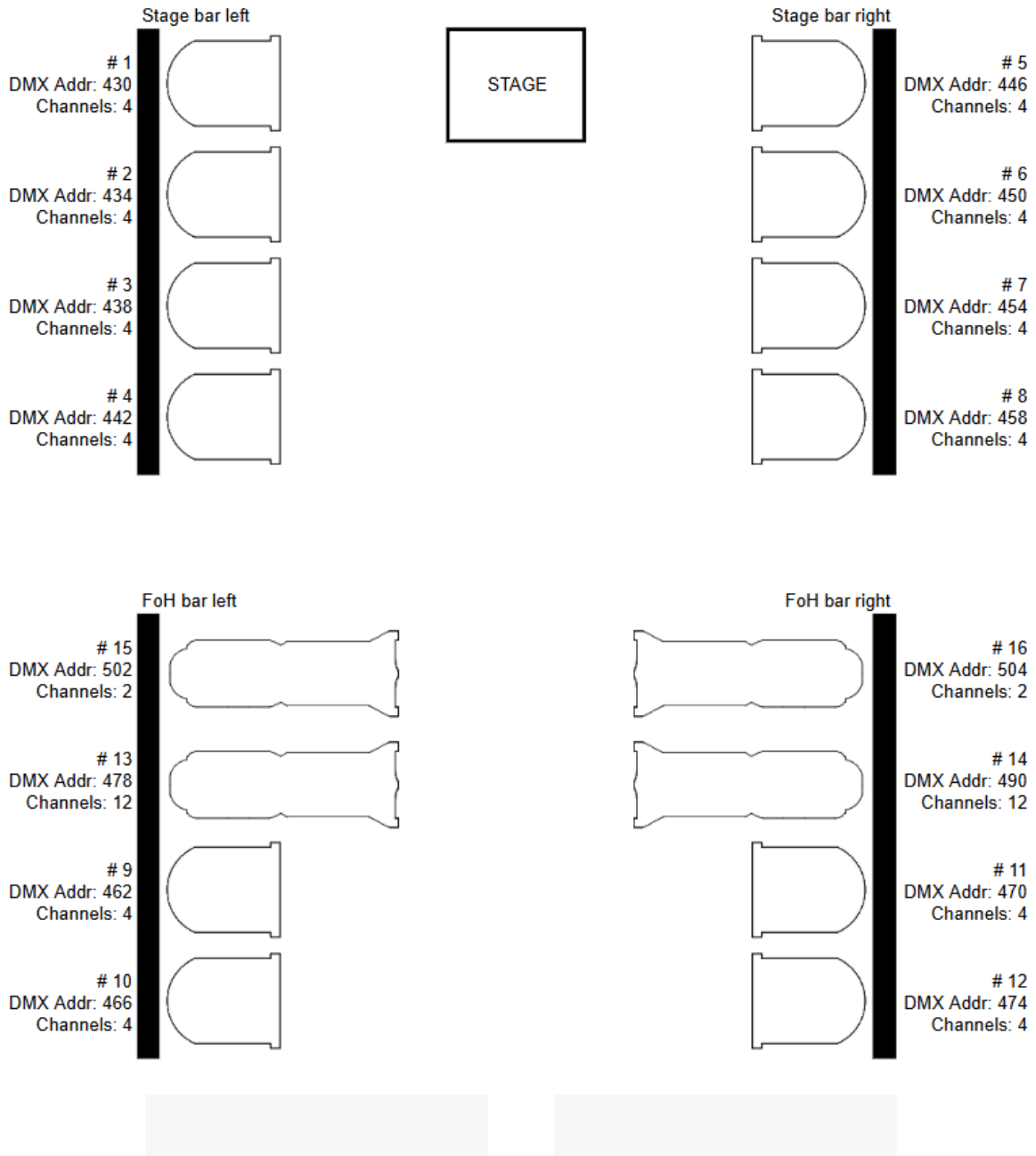
There are multiple DMX sources (e.g. houselight buttons at entrance door, the A-Pad and a lighting desk patched in the balcony). All sources are merged automatically and run on a Highest Takes Precedence (HTP) basis.

#	DMX Addr	Mode / Channels	Make & Model	Rig Location
1	430	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar left - top
2	434	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar left - upper middle
3	438	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar left - lower middle
4	442	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar left - bottom
5	446	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar right - top
6	450	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar right - upper middle
7	454	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar right - lower middle
8	458	4	Showtec LED Par 64 Q4-18 RGBW Parcan	Stage bar right - bottom
9	462	4	Showtec LED Par 64 Q4-18 RGBW Parcan	FoH bar left - lower middle
10	466	4	Showtec LED Par 64 Q4-18 RGBW Parcan	FoH bar left - bottom
11	470	4	Showtec LED Par 64 Q4-18 RGBW Parcan	FoH bar right - lower middle
12	474	4	Showtec LED Par 64 Q4-18 RGBW Parcan	FoH bar right - bottom
13	478	12	Virtuoso 600 Profile RGBAL	FoH bar left - upper middle
14	490	12	Virtuoso 600 Profile RGBAL	FoH bar right - upper middle
15	502	2	Virtuoso 600 Profile WW	FoH bar left - top
16	504	2	Virtuoso 600 Profile WW	FoH bar right - top
n/a	506	1	Architectural house lights	Walls - Side lights
n/a	507	1	Architectural house lights	Ceiling - stage
n/a	508	1	Architectural house lights	Ceiling - middle
n/a	509	1	Architectural house lights	Ceiling - balcony
n/a	510	1	Architectural house lights	Under balcony
n/a	511	1	*DMX Merge Override	n/a

*DMX Merge Override

- When address (511) when set to 100% disables the houselight buttons and A-Pad control DMX sources completely so that the lighting desk patch has sole control of all DMX output.
- We advise setting this to always be 100% from your lighting control to ensure that other sources do not take precedence.
- When the lighting desk patch is no longer outputting address 511 (e.g. the desk is powered off or disconnected) the DMX merge returns to normal operation.

Rig Plan



Focus Plot

#	Make & Model	Focus
1	Showtec LED Par 64 Q4-18 RGBW Parcan	Rear wall
2	Showtec LED Par 64 Q4-18 RGBW Parcan	2x2 stage area
3	Showtec LED Par 64 Q4-18 RGBW Parcan	Rear wall
4	Showtec LED Par 64 Q4-18 RGBW Parcan	2x2 stage area
5	Showtec LED Par 64 Q4-18 RGBW Parcan	Rear wall
6	Showtec LED Par 64 Q4-18 RGBW Parcan	2x2 stage area
7	Showtec LED Par 64 Q4-18 RGBW Parcan	Rear wall
8	Showtec LED Par 64 Q4-18 RGBW Parcan	2x2 stage area
9	Showtec LED Par 64 Q4-18 RGBW Parcan	2x3 stage area
10	Showtec LED Par 64 Q4-18 RGBW Parcan	2x3 stage area
11	Showtec LED Par 64 Q4-18 RGBW Parcan	2x3 stage area
12	Showtec LED Par 64 Q4-18 RGBW Parcan	2x3 stage area
13	Virtuoso 600 Profile RGBAL	2x3 stage area
14	Virtuoso 600 Profile RGBAL	2x3 stage area
15	Virtuoso 600 Profile WW	2x2 stage area
16	Virtuoso 600 Profile WW	2x2 stage area

Sound

Equipment:

- 5 x Yamaha CHR 12 Speakers
 - 2 front mounted (FL & FR)
 - 2 rear mounted (RL & RR)
 - 1 front on stand (FC)
- Yamaha CXS18XLF Subwoofer, 1000W
- 2 x LD Systems Deep2 4950 Amplifier (4 channel)
- Microphones
 - Makes and models TBC
 - Includes stands TBC
- Audio Inputs
 - Locations TBC
- Audio Outputs
 - Locations TBC
- Analogue sound mixers available on request
 - 1 x Soundcraft Spirit Folio SX 20:4:2
 - 2 x Soundcraft Spirit Notepad 6:2

[sound rig plan TBC]

Projection

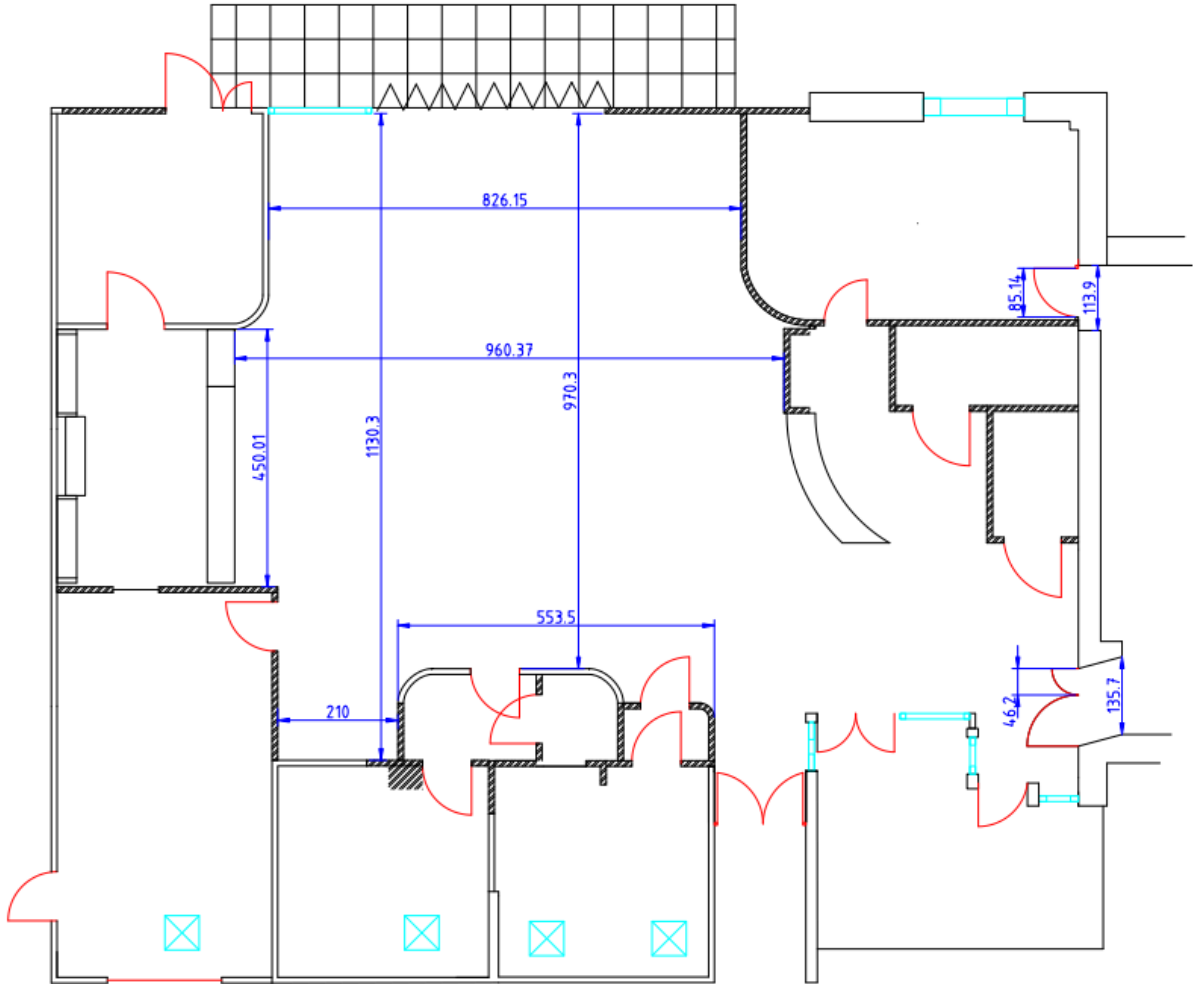
Equipment:

- Panasonic PT-MZ9KL 9k lumen projector
- Panasonic ET-EMT750 lens
- Screen dimensions TBC

[projection rig diagram TBC]

The Foyer

Dimensions



Sound

Rig Diagram

Inc PA

General

WiFi, Networking & Internet

The following networks are available for use. Our networking includes traffic management to prioritise “show-critical” and “payment” use cases. All networks are isolated from each other unless otherwise specified.

Network	WiFi Name	Notes/usage
Guest	TheArmstrong-Guest	Public WiFi available for all. Includes portal login with marketing collection, device isolation and limited/low priority bandwidth. Internet available.
Hirer	TheArmstrong-Hirer	Private WiFi and hardwired network available for hirer's key staff and hire use. Internet available. NOTE - this network is unavailable unless specifically requested. Specialised networking may be available on request and/or for an additional fee.

The following diagram indicates the network points available throughout the building and which network they serve as standard. We may be able to change the network for various network points on request.

[network points diagram]

Ticketing

Hirer's requiring The Armstrong ticketing system will need to provide additional information.

Ticketing - Process & Timelines

1. Provide the below configuration to it@thearmstrong.co.uk
2. The ticketing system will be configured (within 20 working days)
3. The ticketing system will be put live
4. (Any additional changes will be configured within 20 working days)

Ticketing - Default Configuration

All ticketing provision will include the following mandatory configuration which cannot be changed:

Purchase Terms [The Armstrong - Event Terms](#)

Payment Methods Online card payment, phone card payment (utilising TS phone booking) and in person card payment (The Armstrong is a cashless venue and does not have the ability to handle cash transactions).

Automated Waiting List Enabled

Customer Refunds Enabled

Customer Exchanges Enabled

Reserved Seating Enabled

Seating Plan Standard The Armstrong seating plan including just the floor seating (please contact us for anything different)

Ticketing - Further Configuration Information

Hirer Access If hirer's would like access to take bookings or access ticket sales reporting and update information then please provide an email address for an account to be created.

Marketing Consent If you would like to collect customer information from those who book we can ask customers for their consent to be contacted by you. Consenting customers' details will be sent to you after your event.

Ticketing - Required Configuration Information

The following information is required to configure the ticketing system.

Ticket Sales Start Date When the production tickets will start to be on sale (future date or "asap")

Event Title Appears on website and ticket

Event Description Appears on website

Event Start Times Appears on website and ticket

Event Image Appears on website
Ideal dimensions: 595 pixels x 842 pixels @ 72 dpi
(Same as A4)

Event Thumbnail Appears on website
Ideal dimensions: 80 pixels x 80 pixels @ 72 dpi

Event Banner Appears at the bottom of tickets
Ideal dimensions: 1600px x 400px and 72dpi

Ticket Pricing Specify pricing for one or more pricing groups:
Adult
Child (under 18)
Wheelchair user
Carer
Group ticket (e.g. Family)

Bank Details For payouts (the Monday after the event)

Account holder name

Account sort code

Account number

Your reference

Additional configuration is available by discussion including but not limited to discounts (automatic and discount codes), sundry sales (e.g. programmes, food, etc.).

Marketing

The below information and graphics are required for your event to be included in our marketing strategy. (Note, provision of information and graphics does not guarantee inclusion in the strategy.)

Facebook

Image Type	Recommended Dimensions	Aspect Ratio
Shared Image (Landscape)	1200 x 630 px	1.91:1
Shared Image (Portrait)	1080 x 1350 px	4:5
Shared Image (Square)	1080 x 1080 px	1:1
Stories	1080 x 1920 px	09:16
Event Cover	1920 x 1005 px	16:9

Instagram

Image Type	Recommended Dimensions	Aspect Ratio
Feed Post (Square)	1080 x 1080 px	1:1
Feed Post (Portrait)	1080 x 1350 px	4:5
Feed Post (Landscape)	1080 x 566 px	1.91:1
Stories & Reels	1080 x 1920 px	09:16

Digital Newsletter

We use MailerLite as our digital newsletter platform. Their image dimension documentation can be found here:

<https://www.mailerlite.com/help/image-size-requirements-in-mailerlite>

Digital Display Screens

Image Type	Recommended Dimensions	Aspect Ratio
Full Screen	1920 x 1080 px	16:9
Half Screen	960 x 1080 px	8:9

4 The A-Pad guide

TBC

