



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 0.5

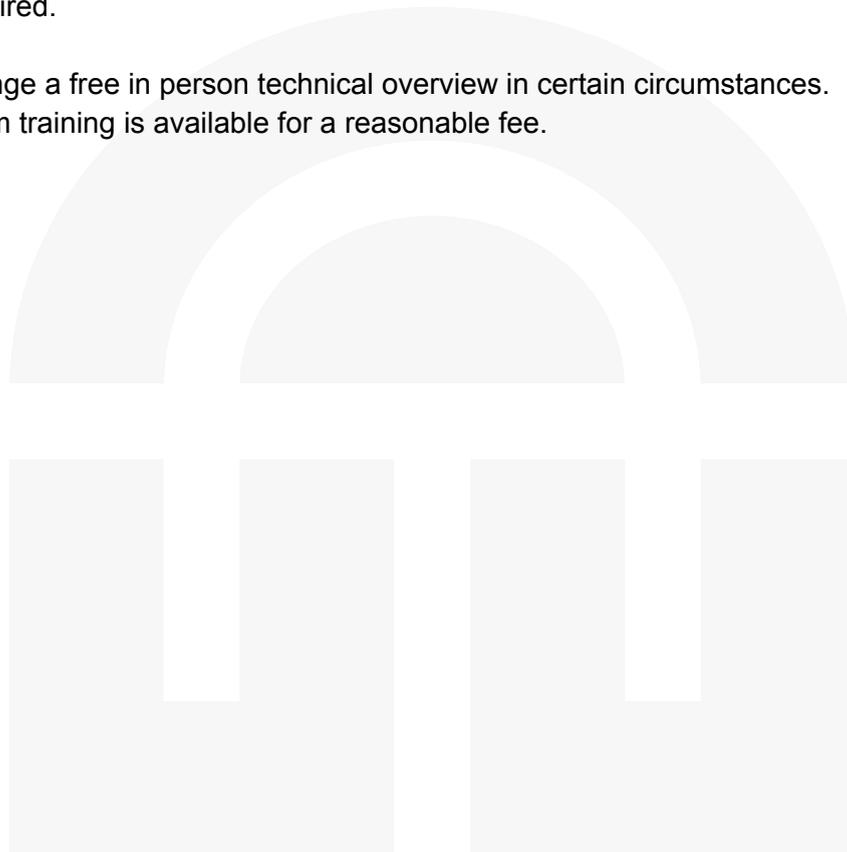
Overview

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).
 - 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
- **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 3 on Integration and our full 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
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 with stands
- Audio inputs to play sound/music from a phone/laptop or audio player
- 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)
- Mono front speakers (e.g. for theatre/comedy/bands)
- More TBC

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

Audio inputs are located [TBC]

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

Projection

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

Video inputs are located:

- At the rear of the stage
- On the balcony

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 How hirers can integrate

Hirers may not bypass the A-Pad, the AHM-32 or access the amplifiers or any other equipment within the equipment rack without express written permission.

The Cossham

Lighting

DMX Input

Hirer's can patch into the lighting by default in the following locations:

- [TBC]

Other network ports within the building may be setup for lighting on request. (See network diagrams for more information).

DMX Output

DMX output is located in the following locations.

Power

13A power is available in the following locations:

- [locations TBC]
- [ring main configuration TBC]

Additional power may be available on request from [location TBC].

Sound

Audio Input Patching

XLR to Cat6 and Cat6 XLR adapters are available for use.

Audio Output

Hirer's can patch into our house speakers at the following locations in the form of a Mono send:

Volume will still be governed by the A-Pad "Master" setting.

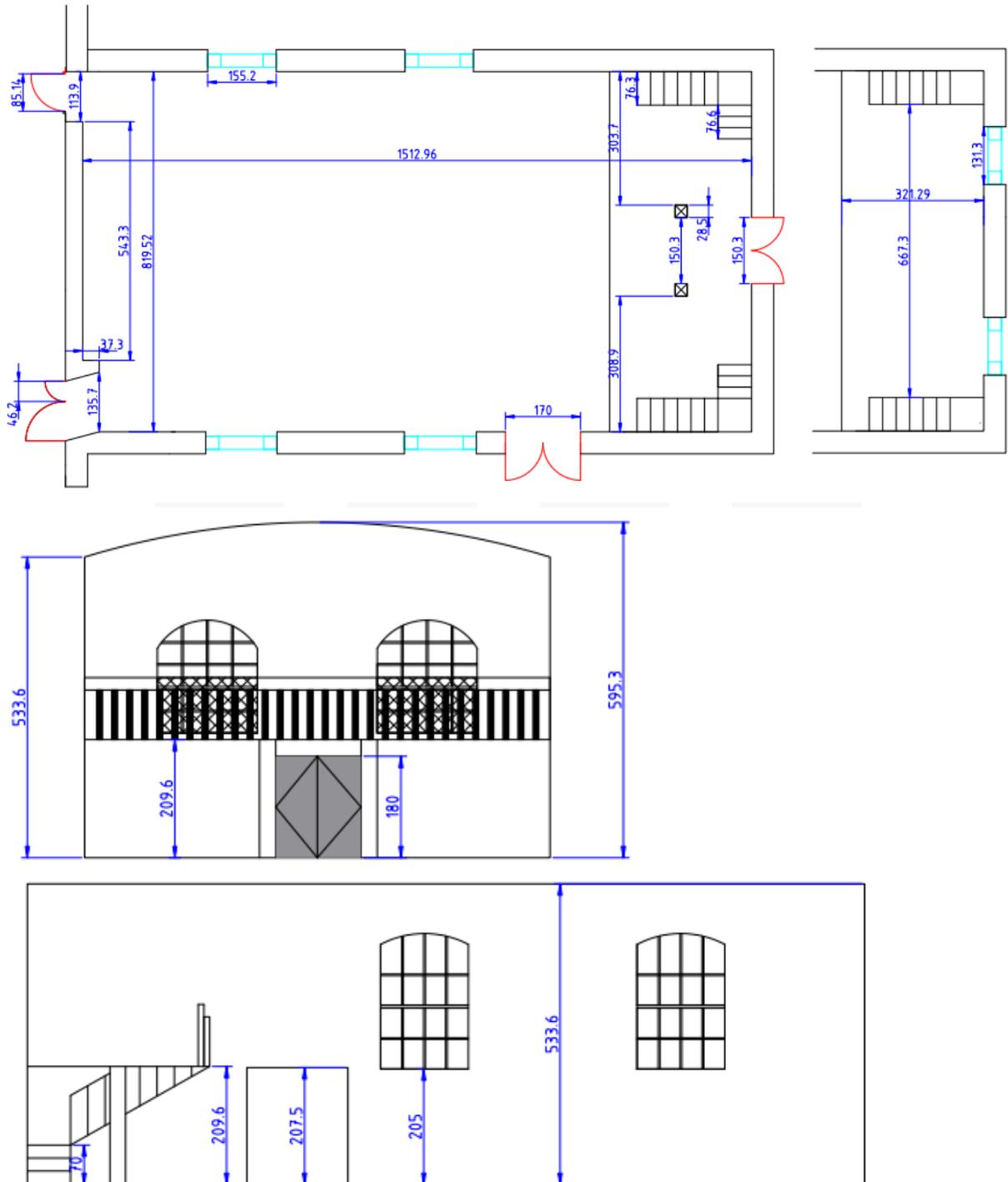
The Foyer



4 Technical Equipment Inventory

The Cossham

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
- Wheelerchair/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

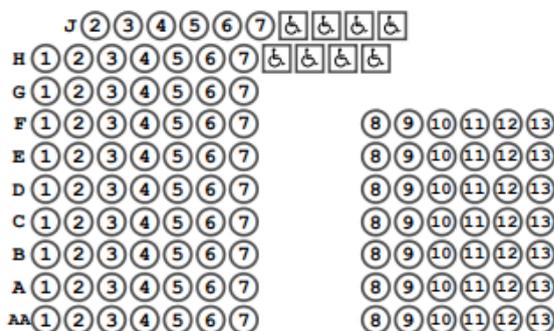
(Whole venue capacity is currently capped at 220).

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

[details of rigging points and weight limitations]

Power

[power points and specification]

Lighting

Equipment

- 4 x Elumen Virtuoso 600 Profile
 - Two on house left mid bar
 - Two on house right mid bar
- 18 x Showtec LED Par 64 Q4-18 RGBW Parcan
 - Location TBC
- 4 x Showtec Pixel Bar 8 COB RGB Batten
 - Location TBC
- Visual Productions CueCore3
 - For basic lighting control via the A-Pad
- Four button houselights remote
- DMX merger (make & model TBC)
 - Allowing override by external lighting desk
- DMX splitter (make & model TBC)
- DMX inputs
 - Locations TBC
- DMX outputs
 - Locations TBC
- Artnet/SACN outputs available on request
- FLX S24 lighting desk available on request

[lighting rig plan TBC]

[lighting rig elevated plan TBC]

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)
 - Allen & Heath AHM 32
 - 12 channel matrix mixer
 - Also provides custom control software to enable the A-Pad
 - Microphones
 - Makes and models TBC
 - Includes stands TBC
 - Background music playback machine (make & model TBC)
 - Audio Decoder to feed HDMI signal (make & model TBC)
 - Audio Inputs
 - Locations TBC
 - Audio Outputs
 - Locations TBC
 - Soundcraft ??? available on request
- [lighting rig plan TBC]

Projection

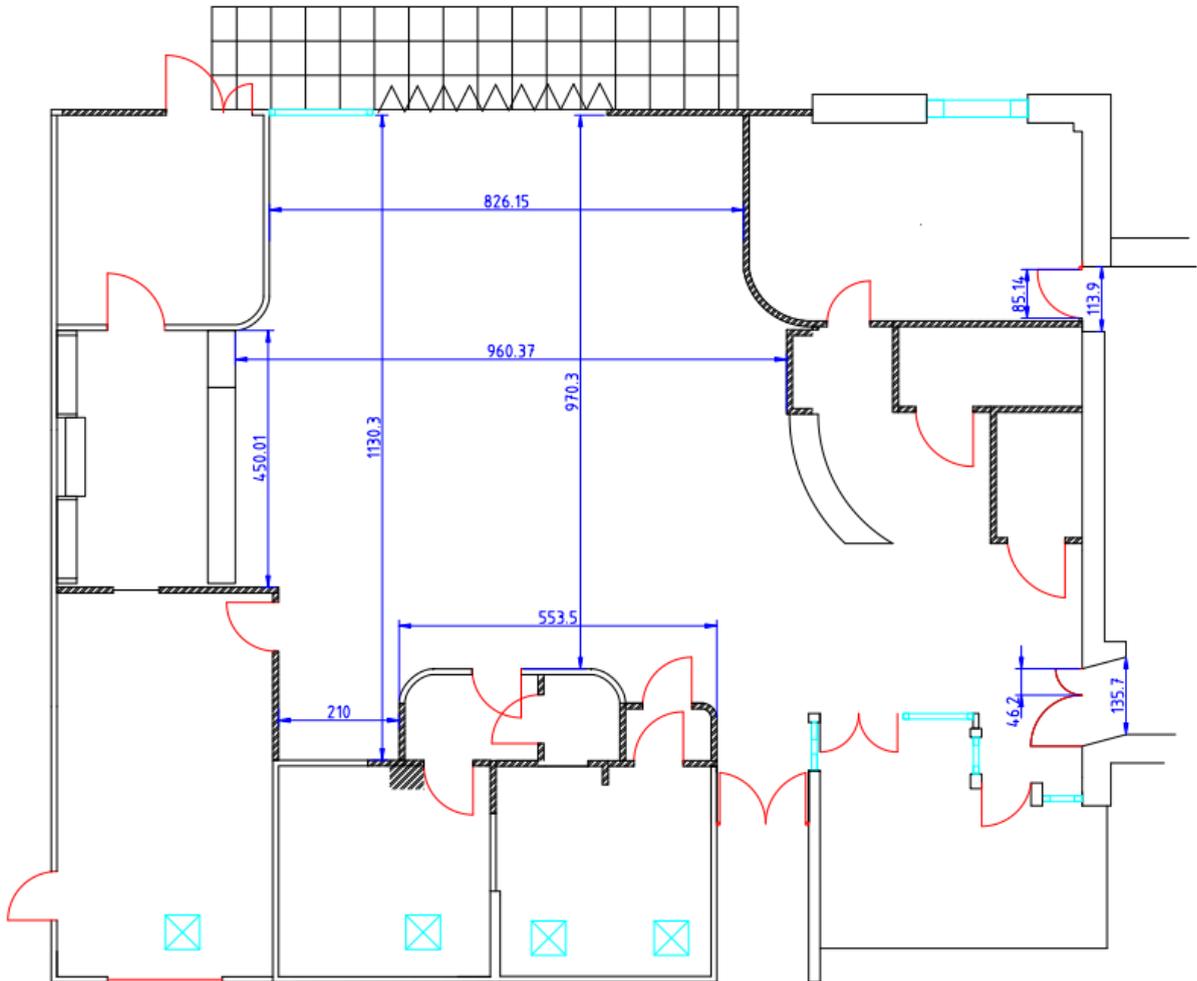
Equipment:

- Panasonic PT-MZ14KL 14k lumen projector
- Panasonic ET-EMT750 lens
- Screen dimensions TBC

[projection rig diagram TBC]

The Foyer

Dimensions



Sound

Rig Diagram

Inc PA

General

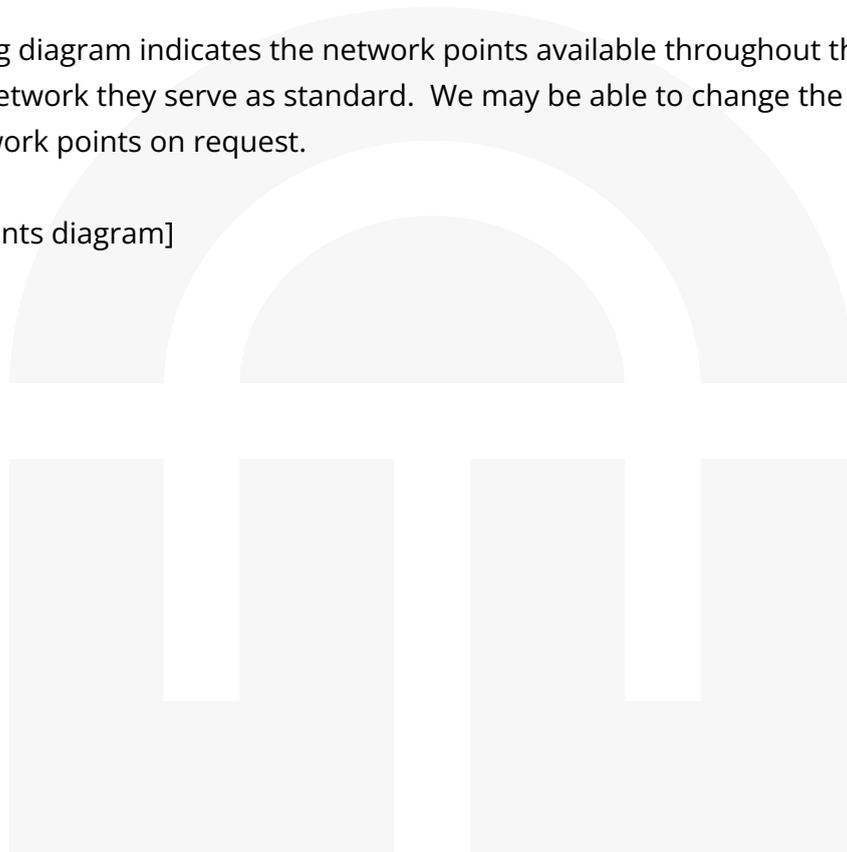
WiFi, Networking & Internet

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 Name	WiFi Name	Notes/usage
Public	Armstrong-Public	Public WiFi available for all. Includes portal login with marketing collection, device isolation and limited/low priority bandwidth. Internet available.
Hirer	Armstrong-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.
Tech	Armstrong-Hirer	Private network for tech, lighting, sound, projection control. No WiFi. No internet. Hardwired points only. Prioritised bandwidth. NOTE - this network is unavailable unless specifically requested and only for limited devices and under the strict supervision of our tech team..

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 the system can ask customers for their consent to be contacted by you. Please request this as required and the consented customers 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

5 The A-Pad guide

TBC

