



VENUE HIRE FAQs

What is the difference between community rates and professional rates?

The PumpHouse Theatre receives about 25 per cent of our funding from the Devonport-Takapuna Local Board. In turn, we offer an automatic 25 per cent discount to local registered charities, community groups or those who contribute to The PumpHouse Theatre's Arts Priority Outcomes.

Professional producers may still access discounted rates by contributing to community outcomes such as offering accessible performances, post-show discussions, or "pay what you wish" nights.

We'd be happy to have a chat about options to help professional producers apply for discounted rates.

What is included in a single-day hire?

A single day hire is designed for one-off events and producers who don't have a large team to support their production. We charge a flat hourly rate for all hours the venue is in use, which includes:

- A venue supervisor to support the event and oversee Health and Safety.
- A venue technician to operate the basic PumpHouse lighting and sound setup.
- Box office staff to sell and scan tickets, and two ushers for the duration of your performance.
- The rate includes use of all equipment we have available including the projector, microphones and lighting equipment.
- Ticket charges are additional.

What is included in a multi-day hire?

A multi-day hire is intended for producers who need the venue for multiple days and who have a good team around them to support.

- Clients must provide a Health and Safety plan and Hazard Register and have their own approved Health and Safety Supervisor on site when the theatre is in use
- Hire includes the use of technical equipment listed in the Technical Information guide. There are additional charges for some equipment – refer to the Rate Card.

- Hirers must provide a Front of House manager and ushers to supervise all performances (public or private). The PumpHouse can provide these at an additional cost.
- The PumpHouse will provide a box office staff member to sell tickets before each show. Ticket scanning is available on request, for a modest additional charge

Do I have to use The PumpHouse ticketing service?

If you are selling tickets to your event, then generally yes.

Our pricing is based around splitting the costs of service between venue hire and ticketing costs. There are no additional venue hire charges for performance days.

Ticketing charges cover the cost of providing a box office service (including cash and EFTPOS use), an event promotion contribution, box office staff, and costs associated with hosting an audience.

There are charges for both the Producer (inside charges) and the ticket-buying patron.

You may choose to absorb the patron-facing booking fees in your inside charge. Talk to us about rates for this.

How quickly can I get a show up on sale?

Before tickets go on sale we need to:

- Agree on a suitable date
- Receive a completed booking form from our website
- Receive payment of your deposit.

Once the deposit is received, you can start working with our ticketing and box office coordinator to get tickets on sale.

Can The PumpHouse help with printing and photocopying?


Yes! We have a good quality photocopier which can print flyers and posters in small quantities. We can also arrange larger size printing via our preferred supplier, Benefitz.

Photocopying Rates	Per page	
Black and White Photocopying	A4	4c
	A4 Double Sided	6c
	A3	25c
	A3 Double Sided	30c
Colour Photocopying	A4	20c
	A4 Double Sided	40c

	A3	\$1.00
	A3 Double Sided	\$1.50

What's included in the hire of each space?

Genevieve Becroft Auditorium	<p>Genevieve Becroft Auditorium hire includes use of the specified space subject to the standard PumpHouse terms and conditions of hire. Hire includes use of the green room, dressing room and shared use of the backstage toilets, upstairs kitchen, and mezzanine lounge.</p> <p>The Foyer is available one hour before a performance starts and up to 30 minutes after the performance is completed.</p> <p>Use of the Coal Bunker is subject to availability and at the discretion of The PumpHouse management. Additional charges apply.</p> <p>The PumpHouse may make the Auditorium, Foyer, Coal Bunker Studio or Amphitheatre spaces available to other hirers at other times during the hire day when they are not otherwise in use.</p>
Amphitheatre	<p>Hire of the Amphitheatre includes use of the Outdoor Amphitheatre space subject to the standard PumpHouse terms and conditions of hire.</p> <p>Use of any indoor spaces including the dressing room and shared use of the backstage toilets, upstairs kitchen and mezzanine lounge is by negotiation and not guaranteed.</p> <p>Use of the Coal Bunker Studio is subject to availability and at the discretion of The PumpHouse management. Additional charges apply.</p> <p>The PumpHouse reserves the right to make the Auditorium, Foyer, Coal Bunker Studio, or Amphitheatre spaces available to other hirers at other times during the hire day when they are not otherwise in use.</p>
Coal Bunker Studio	<p>Coal Bunker Studio hire includes use of the Coal Bunker space subject to the standard PumpHouse terms and conditions of hire.</p> <p>Shared use of the backstage toilets, upstairs kitchen and mezzanine lounge are included. Space is available in the mezzanine lounge for costume changes, however, do note that this is a shared space.</p>



All costumes, props and equipment should be stored in the Coal Bunker when not in use.

The Coal Bunker Studio can comfortably seat 40-45 people, with a maximum of 50.

What is the full venue buy-out option?

The full venue buy-out rate guarantees exclusive use of all spaces at The PumpHouse Theatre complex (excluding the café). Typically, this rate applies to film and TV production, or where a hirer wishes to restrict access to any other user during the period of hire.

Please ask us for a quote.

If I have a show in the amphitheatre, is there a back-up performance space if it rains?

Unless by prior arrangement there is no back-up performance space if it is raining. If you would like to explore options to move your production inside, please talk to us before your event.

What technical equipment is included in my hire?

Hire of each space **includes** access to standard lighting and sound equipment as documented in the PumpHouse Technical Information document, available at <https://pumphouse.co.nz/resources/>

Technical advice is available from PumpHouse staff, but we generally cannot help with design, rigging or operation of technical equipment unless otherwise agreed in advance

Lamps will be replaced free of charge for lights owned by The PumpHouse Theatre – just let us know.

We recommend reviewing the technical information document well in advance of your production.

Do I have to paint the stage after my hire period?

For multi-day hires, generally yes. Please ensure all scuffs, tape residue, and non-standard paint are removed. If you are unsure, please ask us.

The correct paint to use on the stage is Black Resene Lumbersider. It is available from Resene or Mitre 10. Please paint the entire stage area.

Who is responsible for cleaning the venue?

Patron toilets are cleaned daily, in the mornings.

Backstage areas are cleaned throughout the week and hirers are asked to keep all hired areas clean and tidy for the duration of their hire. Rubbish bins are provided and emptied on a regular basis, but if they are overflowing, please empty them. There is a wheelie bin behind the chimney for general waste, recycling and cardboard.

During pack out, you must ensure all hired areas are clean and tidy. This includes wiping all surfaces, vacuuming the floors and ensuring all bins are emptied and rubbish removed. Cleaning equipment is available both upstairs and downstairs.

The PumpHouse may charge a fee for cleaning and rubbish removal, or for storage of equipment left at the end of a hire period. Temporary storage of equipment for collection can be arranged at the discretion of The PumpHouse management.

What are your policies with glitter, confetti, sand and feathers?

Glitter, confetti, sand and feathers can be particularly difficult to clean and should generally be avoided. If they are essential to your performance, please have a chat with us. An additional cleaning bond may be required.

What are your policies with smoke machines, candles, incense and pyrotechnics?

The PumpHouse Theatre is a category two heritage building and therefore has a comprehensive system of fire and smoke detectors. Particle detectors are installed at the rear of the auditorium (above the lighting box) and on the two staircases leading backstage. The particle smoke detectors can be activated by theatrical smoke, candles, and incense.

Theatrical Smoke Machines, candles, or incense can be used in The PumpHouse Theatre with our prior agreement, subject to additional terms and conditions.

Can The PumpHouse sell merchandise for us?

The PumpHouse Box office can sell merchandise on behalf of a hirer both online and at the Box Office prior to each performance. The relevant per-ticket charge will apply to each item sold, and card processing fees will be charged to the hirer.

Please speak with us to arrange this before your event as some time is required for setup, testing and staff training.

Where can my cast and crew park at The PumpHouse?

The best parking for cast and crew is the top carpark. The entrance is opposite Auburn Street.

We will issue two long-term parking passes for use in the lower carpark, but for all other parking the 180-minute limit is enforced by Auckland Council.

Can I serve or sell food during my show?

Generally, the French Rendez-vous Café are the only authorised food sellers for events at The PumpHouse. If you have a special request, we are happy to discuss your needs however please note that the bar, fridges and glasses belong to French Rendez-vous, and The PumpHouse does not have a commercial grade kitchen.

In all circumstances French Rendez-vous are the only authorised suppliers of alcohol, whether sold or given away. Please talk to us if you need further clarification.

I'm keen to see the space before I make a decision, when can I come in?

We're happy to show you around but have to work around other users of the space and their performances. We'll work with you to find a suitable time, but the more options you have the better.

You can find a virtual 3D tour of our space at <https://pumphouse.co.nz/about/3d-tour-of-the-pumphouse-theatre/>

Who do I contact with questions?

Tash Lay, our Venue Hire Coordinator, is your first point of contact for any questions. She'll either be able to help or pass you along to the right person.

You can contact Tash by email on tash@pumphouse.co.nz