

## Venue Managers Meeting

- **Client References**
  - Is this something that we need to look at?
  - More venues are doing this, especially for new clients
  - Discussion about rental requirements
    - Disseminating information to those who are actually in the space
  - How do we refuse a rental?
    - Public-owned venues have a hard time saying no to a rental – they are not allowed
    - Ensure you are following all human rights protocols
    - Remember controversial speech is not necessarily Hate Speech
    - Have a strong Code of conduct
    - Safety trumps all – if it is not safe don't do it
  - Document everything – if you have an issue with a rental client document everything to ensure you are covered to refuse service.
- **Small house profits – are there any?**
  - Discussion around the viability
  - Do any of us make any money or break even?
    - Those with multiple spaces depend on the bigger space and rentals to cover the losses on the presentation in the smaller spaces
    - Hard to do without sponsors and grants
    - Low numbers from COVID & current economy are hurting this slice of the sector
- **COVID Recovery**
  - Rentals are back up for the most part, but audience numbers are still down
  - Accessing funding is hard – some are gone, while others have shrunk
- **Discussion around setting rental rates**
  - Balancing the access needs vs. the costs
  - Knowing what other venues near you charge
  - Having various rental rates for commercial, not-for-profit, etc.
- **Issues with ticket scams**
  - Contests/raffles that are run for fake tickets
  - Scammers selling fake batches of tickets
  - Need to educate our patron on some of the security features we have