

# Venue Hire Agreement Process (Workshop / Day Event)

## 1. WHEN TO USE THIS CONTRACT TYPE

### **Use Workshop Venue Hire Agreement for:**

- Daytime/afternoon events (typically 11:00-16:00)
- Educational workshops, masterclasses, clinics
- Private rehearsals or recording sessions
- Small community events or meetups
- Non-commercial or low-attendance gatherings
- Events that don't conflict with evening programming

### **DO NOT use for:**

- Evening entertainment events (use Standard Venue Hire or Performance Agreement)
- High-attendance events (>50 people)
- Events requiring full technical production
- Events running past 16:00 (conflicts with evening setup)
- Commercial performances with ticket sales

### **Economic Model:**

- Lower hire fee (10k vs 35k) reflects:
    - Daytime hours (lower value time slot)
    - Reduced staffing (1 tech + 1 bar + 1 door vs full team)
    - Limited bar revenue potential
    - No conflict with prime evening slots
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## 2. PRE-BOOKING QUALIFICATION

### 2.1 Initial Inquiry Assessment

**Responsible:** Booking Team (Eddie, Roy, or designated booker)

**Actions:**

1. Receive inquiry (email, DM, in-person, phone)
2. Determine event type and timing
3. **Critical Check:** Confirm event fits daytime window (11:00-16:00)
4. Check calendar availability:
  - Ensure no evening event conflict (evening events need 16:00-20:00 for setup)
  - Prioritise weekends/slow days for workshops
5. Assess if Workshop Agreement is appropriate model
6. Request the following information:
  - Organiser name and background
  - Workshop/event concept and description
  - Expected attendance (typically 10-30 people)
  - Technical requirements (usually minimal)
  - Desired date and timing

## 2.2 Qualification Criteria

**Responsible:** Booking Team + Eddie (for non-standard requests)

**Ideal Candidates:**

- Music teachers conducting masterclasses
- Industry professionals hosting workshops
- Community groups for small gatherings
- Artists needing rehearsal space with quality sound system
- Educational institutions or organisations

**Red Flags (Decline or Modify Terms):**

- Event exceeds 16:00 end time (conflicts with evening prep)
- Expected attendance >50 people (use Standard Hire instead)
- Commercial performance disguised as "workshop"
- Requires full production (lighting design, FOH engineer for full show)
- Outside food/beverage catering planned (may require additional fee or prohibition)

**Judgment Call Scenarios:**

- **Rehearsals/Practice:** Usually acceptable, minimal supervision needed
- **Recording Sessions:** Acceptable if audio only, be cautious of video production crews (extra insurance, more staff needed)
- **Networking/Social Events:** Acceptable if clearly non-commercial and aligned with venue values

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# 3. BOOKING CONFIRMATION & CONTRACT PREPARATION

## 3.1 Verbal/Email Confirmation

**Responsible:** Booking Team

**Actions:**

1. Once date is tentatively agreed, send confirmation email containing:
  - Date and timing confirmed:
    - Venue available: 11:00-16:00 (5 hours)
    - Load-in: Typically 11:00
    - Event end: 16:00 latest (hard stop for evening setup)
  - Workshop hire fee: 10,000 THB + 7% VAT = 10,700 THB
  - Security bond: 5,000 THB (refunded 3 days post-event if no damages)
  - Payment schedule:
    - 50% deposit (5,350 THB) due upon signing
    - 50% balance (5,350 THB) due 3 days before event
    - Security bond (5,000 THB) due 3 days before event
  - What's included:
    - 1 × Technical Support Staff
    - 1 × Bar Staff
    - 1 × Door Staff
    - Basic PA and sound system
    - Standard backline (if needed)
  - What's NOT included (vs standard evening hire):
    - No FOH engineer (tech support only)
    - No lighting operator
    - No security guards (door staff only)
    - No full production support
  - **Critical timing:** Must vacate by 16:00 (no extensions available if evening event booked)
  - Marketing: Organiser responsible, venue may assist with promotion
  - Optional add-on: Graphic design (3,000 THB per poster)
  - Next steps: contract to follow

## 3.2 Contract Generation

**Responsible:** Operations/Admin Team

## Actions:

1. Open Workshop Venue Hire Agreement template
2. Fill in the following fields:
  - **Section 1 (Parties):**
    - Venue Representative: Eddie Mellor
    - Promoter/Organiser Name: [Full legal name]
    - Promoter Address: [Full address]
    - Promoter Representative: [Contact name]
  - **Section 2 (Event Details):**
    - Event Date: [DD/MM/YYYY]
    - Event Start Time: [Typically 11:00 or 12:00]
    - Event End Time: [16:00 maximum]
  - **Section 3 (Fees):**
    - Venue Hire Fee: 10,000 THB (+ 7% VAT = 10,700 THB)
    - Security Bond: 5,000 THB (no VAT)
3. **Review special clauses for Workshop agreement:**
  - Section 7: Age restriction "after 20:00" (not applicable to daytime events, but remains in standard text)
  - Section 8: Load-in/out timing (11:00-16:00, cannot extend if evening event)
  - Section 10: Thai Labour Law compliance (critical for foreign presenters/teachers)
4. Save contract as: `VENUE_HIRE_WORKSHOP_[ORGANISER_NAME]_[DATE].pdf`

## 3.3 Contract Delivery & Signature

**Responsible:** Booking Team

### Actions:

1. Send contract via email with signature platform (e.g., DocuSign, PandaDoc) OR via email for manual signature
2. Email should include:
  - Attached contract
  - Request for countersignature
  - Deadline: Sign and return within 7 days to hold date
  - **Payment instructions:** Deposit due upon signing (5,350 THB)
  - Bank account details for transfer
  - Contact for questions
3. Log in booking system (Noco):
  - Contract sent date
  - Contract status: "Awaiting Signature"
  - Payment status: "Awaiting Deposit"
  - **Flag:** Workshop (not evening event)
4. **Follow-up:** If no response within 3 days, send reminder
5. **If unsigned after 7 days:** Date is released unless extension agreed

# 3.4 Deposit Payment Processing

**Responsible:** Operations/Admin Team

**Critical:** Date is NOT confirmed until deposit is received AND contract is signed.

**Actions:**

1. Monitor for deposit payment (bank transfer)
2. Upon receipt:
  - Verify amount: 5,350 THB (or 50% of total hire fee + VAT if different)
  - Match payment to event booking
  - Issue receipt/tax invoice via FlowAccount:
    - Line item: "Workshop Venue Hire Deposit - [Event Name] - [Date]"
    - Amount: 5,350 THB (including VAT)
  - Send receipt to organiser via email
3. Update Noco booking system:
  - Payment status: "Deposit Received"
  - Payment date, method, receipt number
4. If signed contract also received:
  - File contract in Google Drive: `Contracts/Workshop Hire/[YEAR]/[ORGANISER_NAME]_[DATE].pdf`
  - Contract status: "Signed & Deposited" (CONFIRMED)
  - Add to master calendar (mark as "WORKSHOP" to distinguish from evening events)
  - Create event folder: `Events/[YEAR]/[DATE]_[ORGANISER_NAME]_WORKSHOP/`

**If deposit NOT received within 10 days of contract signing:**

- Send payment reminder
  - Date remains on hold but NOT confirmed
  - After 14 days: Date released if no payment
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# 4. PRE-EVENT REQUIREMENTS & COORDINATION

## 4.1 Balance Payment Collection (T-minus 7 to 3 days)

**Responsible:** Operations/Admin Team

## Actions:

1. **T-minus 7 days:** Send reminder email:
  - "Remaining balance due in 4 days (3 days before event)"
  - Amount: 5,350 THB (balance)
  - Security bond also due: 5,000 THB
  - **Total due:** 10,350 THB
  - Bank details
2. **T-minus 3 days deadline:**
  - Monitor for payment
  - If NOT received by deadline:
    - **Immediate action:** Contact organiser
    - **Grace period:** 24 hours
    - **If still unpaid:** Workshop may be cancelled per contract Section 4
3. **Upon receipt of balance + security bond:**
  - Verify amounts: 5,350 THB + 5,000 THB = 10,350 THB total
  - Issue receipt/tax invoices via FlowAccount (separate invoices):
    - Invoice 1: Workshop Hire Balance (5,350 THB with VAT)
    - Invoice 2: Security Bond (5,000 THB, no VAT)
  - Send receipts to organiser
  - Update Noco: Payment status "Fully Paid"

## 4.2 Marketing & Promotion (If Applicable)

**Responsible:** Marketing Team + Organiser

### Actions by Venue:

1. **If requested/paid:** Graphic design (3,000 THB per poster design)
2. Add workshop to:
  - Speakerbox website calendar (if public event)
  - Facebook/Instagram (if promotable)
3. **Note:** Many workshops are private/invitation-only, so public promotion may not be needed

### Actions by Organiser:

1. Organiser handles all marketing (if public event)
2. Organiser manages attendee registration and communication

## 4.3 Technical Requirements (T-minus 7 days)

**Responsible:** Operations Team (Kop) + Technical Support Staff

### Actions:

1. Contact organiser to discuss:
  - Sound system needs (basic PA provided)
  - Backline needs (if applicable)
  - Any special equipment (projector, screen, etc.)
  - Audio recording needs (if applicable)
2. **Set expectations:**
  - **Included:** Basic PA, standard backline, technical support staff
  - **NOT included:** Full production engineer, complex lighting design
  - **Organiser responsible for:** Any specialist equipment (projectors, cameras, unique instruments)
3. Confirm timing:
  - Setup/load-in: 11:00
  - Workshop start: [Typically 12:00 or 13:00]
  - Workshop end: [By 15:30 to allow 30min pack down]
  - Venue vacated: 16:00 (HARD STOP if evening event)
4. **Extensions:**
  - If no evening event booked, may extend to 18:00 (not standard)
  - If evening event booked, NO extensions possible (must vacate by 16:00)
  - Confirm schedule in writing

## 4.4 Attendee Numbers & Setup (T-minus 3 days)

**Responsible:** Operations Team (Kop)

### **Actions:**

1. Request final attendee count from organiser
2. **Seating/Setup Needs:**
  - Standing workshop (band clinic, etc.): Stage setup only
  - Seated workshop (masterclass, talk): Chairs needed
  - Confirm setup requirements
3. **Age/Entry Policy:**
  - Daytime workshops typically don't have age restrictions
  - **CRITICAL:** If ANY foreigners are teaching/presenting:
    - Remind organiser of Thai Labour Law compliance (Section 10)
    - Foreigners must have proper Non-Immigrant B visa + work permit
    - **Venue not liable** for labour law violations, but must remind organiser
4. **Food/Beverage Policy:**
  - Outside food/beverages prohibited (contract Section 9)
  - If organiser wants to provide refreshments, options:
    - Purchase from Speakerbox bar
    - Special arrangement (requires approval + additional fee)
  - Confirm understanding with organiser

## 4.5 Event Runsheet Creation (T-minus 2 days)

**Responsible:** Operations Team (Kop)

### **Actions:**

1. Create simple event runsheet:
    - Load-in: 11:00
    - Setup completion: [12:00]
    - Workshop start: [12:00 or 13:00]
    - Workshop end: [15:30]
    - Pack down: [15:30-16:00]
    - Venue vacated: 16:00
    - Staff schedule:
      - Technical Support Staff: 11:00-16:00
      - Bar Staff: [Typically 12:00-16:00]
      - Door Staff: [As needed for entry management]
  2. **Evening Event Check:**
    - If evening event same day, include:
      - Evening load-in: 16:00
      - Workshop **MUST** be cleared by 16:00
  3. Distribute runsheet to:
    - Organiser
    - Venue staff working the workshop
    - Kop (operations)
    - Evening event staff (if applicable, so they know timing)
  4. Post physical copy at venue (if staff onsite)
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## 5. EVENT DAY OPERATIONS

### 5.1 Setup & Preparation (11:00-12:00)

**Responsible:** Technical Support Staff + Organiser

### **Actions:**

1. **Load-in (11:00):**
  - Technical Support Staff opens venue
  - Meet organiser/presenter
  - Provide access to stage and workshop area
  - Monitor equipment handling
2. **Setup:**

- Tech Staff assists with basic PA setup
- Organiser/presenter sets up materials
- Seating arranged (if needed)
- Test sound system

### 3. **Bar Prep:**

- Bar Staff arrives (if event includes bar service)
- Bar stocked for light service (coffee, soft drinks, beer)
- **Note:** Bar revenue typically low for daytime workshops

## 5.2 Workshop Execution (Start ? End)

**Responsible:** Technical Support Staff + Bar/Door Staff

### **Actions:**

#### 1. **Entry Management:**

- Door Staff checks attendees (if ticketed/list)
- If private event, check against organiser's list
- If open event, general admission

#### 2. **Technical Support:**

- Tech Staff available for audio issues
- Minimal active involvement (not full FOH engineer role)
- Monitor for equipment problems

#### 3. **Bar Service:**

- Bar open for attendees
- Light service only (not full evening operation)
- POS tracks sales

#### 4. **Organiser Responsibilities:**

- Running the workshop/event
- Managing attendees
- Keeping to schedule
- Ensuring 16:00 end time

## 5.3 Pack Down & Departure (15:30-16:00)

**Responsible:** Technical Support Staff + Organiser

### **Actions:**

1. **Workshop ends by 15:30** (allows 30 min pack down)
2. Organiser/presenter removes all personal equipment and materials
3. **Damage inspection:**
  - Technical Support Staff conducts venue check
  - Note any damages
  - Photograph if issues found

#### 4. **Venue vacated by 16:00:**

- **Critical if evening event:** Evening crew needs access
- Tech Staff confirms venue clear
- Lock up if no evening event

#### 5. **If evening event same day:**

- Workshop area reset for evening setup
  - Evening technical crew arrives at 16:00
  - Handover to evening staff
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## 6. POST-EVENT FINANCIAL SETTLEMENT

### 6.1 Security Bond Assessment (Within 3 days)

**Responsible:** Operations Team (Kop)

#### **Actions:**

#### **Scenario A: No Damages**

1. Confirm no damages or issues
2. Process security bond refund:
  - Amount: 5,000 THB
  - Method: Bank transfer to organiser
  - Timeline: Within 3 days of event (faster than evening events due to simpler operations)
3. Send refund confirmation email
4. Update Noco: Security bond status "Refunded"

#### **Scenario B: Damages Occurred**

1. Compile damage report:
  - Photos and description
  - Repair/replacement quotes
  - Total cost
2. **If damage cost < 5,000 THB:**
  - Deduct from security bond
  - Refund remainder
  - Send itemised statement
3. **If damage cost > 5,000 THB:**
  - Bond covers first 5,000 THB

- Issue additional invoice for excess
- Due within 7 days

## 6.2 Internal Reporting (Within 3 days)

**Responsible:** Operations Team

**Actions:**

1. Compile workshop summary:
  - Attendance
  - Bar sales (typically minimal)
  - Any issues or incidents
  - Damages and costs (if any)
  - Security bond outcome
2. Update event tracker:
  - Workshop date and name
  - Hire fee: 10,000 THB
  - Bar sales: [amount]
  - Security bond: [refunded/retained]
  - **Net revenue:** 10,000 + bar sales - costs
3. Brief post-event notes:
  - Organiser feedback
  - Would we host this workshop again?
  - Lessons learned
4. File documents in event folder:
  - Contract
  - Payment receipts
  - Damage report (if any)
  - Workshop summary

## 6.3 Bar Revenue Analysis

**Responsible:** Bar Manager (Fai)

**Note:** Workshop bar revenue typically 5-15k THB maximum (much lower than evening events)

**Actions:**

1. Pull bar sales from GPOS
2. Calculate COGS
3. Report to operations team
4. **Do not expect significant bar revenue** from workshops (daytime, smaller crowds, different consumption patterns)

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# 7. ISSUE MANAGEMENT & ESCALATION

## 7.1 Common Issues & Resolutions

### Issue: Organiser Requests to Stay Past 16:00

- **Detection:** Request during workshop or in advance
- **Action:**
  - **Check calendar:** Is there an evening event?
  - **If evening event:** Strictly enforce 16:00 departure (non-negotiable)
  - **If no evening event:** May allow extension to 18:00 (not standard, Eddie approval)
  - **Fee:** If extension granted, typically no additional charge for workshop (goodwill), but Eddie decides
- **Document:** Timing and approval in event notes

### Issue: Organiser Wants to Bring Outside Catering

- **Detection:** Request during booking or planning
- **Action:**
  - Reference contract Section 9: Outside food/bev prohibited
  - Explain options:
    - Purchase from Speakerbox bar
    - Special arrangement (requires approval + fee negotiation)
  - **Eddie approval required** for any outside catering
- **Document:** Agreement terms in writing

### Issue: Foreign Presenter Does Not Have Work Permit

- **Detection:** Organiser mentions presenter nationality
- **Action:**
  - **Proactive:** Remind organiser of requirement in pre-event communication
  - Reference contract Section 10: Thai Labour Law compliance
  - Explain:
    - Foreigners "working" (including teaching, presenting) need Non-B visa + work permit
    - **Venue not liable**, but we must inform
    - Organiser responsible for compliance
  - **If discovered day-of:** Privately inform organiser of risk, but venue proceeds (liability is on organiser per contract)
- **Document:** That we informed organiser (legal protection)

### **Issue: Workshop Runs Over Time (Past 15:30)**

- **Detection:** Workshop still running at 15:30-16:00
- **Action:**
  - Technical Support Staff politely informs organiser:
    - "Workshop must end now to allow pack down"
    - "We have evening event setup starting at 16:00"
  - If organiser resists:
    - Escalate to Kop or manager on duty
    - Explain contractual obligation
    - Firmly enforce 16:00 departure
- **Document:** Incident in event report (for future booking decisions)

### **Issue: Damage to Equipment or Venue**

- **Detection:** Damage found during pack down
- **Action:**
  - Photograph immediately
  - Inform organiser before they leave
  - Document in damage report
  - Apply against security bond
  - Invoice for excess if needed
- **Follow standard damage protocol** (same as other agreements)

### **Issue: Low or No-Show Attendance**

- **Detection:** Very few people attend workshop
- **Action:**
  - **No action required** - Organiser paid flat fee
  - Venue already collected hire fee
  - This is organiser's risk
- **Note:** Be empathetic but clear on terms

### **Issue: Organiser Requests Cancellation**

- **Detection:** Cancellation request received
- **Action:**
  - Reference Section 4 of contract:
    - **>14 days before:** Deposit refundable
    - **<14 days before:** Deposit non-refundable
  - Process per standard cancellation protocol
  - **Workshop cancellations typically lower stakes** (lower fees involved)

## **7.2 Escalation Path**

1. **Timing/extension requests:** Tech Staff → Kop → Eddie

2. **Payment issues:** Admin → Eddie
  3. **Damage disputes:** Kop → Eddie
  4. **Special requests (catering, extensions, etc.):** Kop → Eddie
  5. **Labour law concerns:** Document and inform, escalate to Eddie if complex
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## 8. RISK MITIGATION CHECKLIST

### Before Signing Contract:

- [ ] Event fits daytime window (11:00-16:00)
- [ ] Organiser understands limited staffing (not full production)
- [ ] Check evening calendar (ensure no conflict if workshop needs 16:00 end)
- [ ] Organiser can afford 10k + bond upfront
- [ ] Event concept appropriate for venue

### Before Event:

- [ ] Deposit received (5,350 THB)
- [ ] Balance + bond received by T-3 (10,350 THB total)
- [ ] Technical requirements confirmed (and are achievable with basic support)
- [ ] Setup needs confirmed (seating, etc.)
- [ ] Foreign presenter work permit compliance discussed (if applicable)
- [ ] 16:00 end time clearly communicated (especially if evening event same day)

### During Event:

- [ ] Load-in on time (11:00)
- [ ] Technical support available
- [ ] Bar service as needed
- [ ] Workshop runs on schedule
- [ ] Ending on time (15:30-16:00)

### After Event:

- [ ] Venue cleared by 16:00 (critical if evening event)
  - [ ] Damage inspection completed
  - [ ] Security bond processed within 3 days
  - [ ] Workshop summary completed
  - [ ] Documents filed
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## 9. KEY CONTACTS

- **Booking Authority:** Eddie Mellor (final approval)
- **Day-to-Day Booking:** Roy, Eddie, designated booker
- **Operations Coordinator:** Kop
- **Technical Support Scheduling:** Kop
- **Bar Manager:** Fai
- **Financial/Admin:** Operations team

# 10. APPENDIX: WORKSHOP vs EVENING HIRE COMPARISON

## Key Differences

Aspect	Workshop Hire (10k)	Standard Evening Hire (35k)
<b>Fee</b>	10,000 THB + VAT	35,000 THB + VAT
<b>Timing</b>	11:00-16:00 (5 hours)	14:00-02:00 (12 hours)
<b>Staff</b>	1 tech, 1 bar, 1 door	FOH engineer, lighting op, full bar team, door staff, 2 security
<b>Production</b>	Basic support only	Full production support
<b>Bar Revenue</b>	Typically 5-15k	Typically 30-60k+
<b>Use Case</b>	Workshops, rehearsals, daytime events	Evening entertainment, concerts, parties
<b>Attendance</b>	Usually 10-30 people	Usually 60-200+ people
<b>Conflicts</b>	Cannot conflict with evening prep	Is the evening event

## When to Upgrade to Standard Hire

**If organiser requests any of the following, suggest Standard Hire instead:**

- Event runs past 16:00
- Expected attendance >50 people
- Requires FOH engineer for performance
- Requires lighting design/operator
- Ticket sales expected to generate significant revenue
- Event is actually a performance (not workshop/educational)

**Upgrade Fee Calculation:** If organiser wants to upgrade mid-booking:

- Refund workshop fee: 10,000 THB
- Charge standard hire: 35,000 THB
- **Net additional:** 25,000 THB (+VAT)
- Requires new contract (Standard Venue Hire Agreement)

# 11. FINANCIAL ANALYSIS

## Revenue Structure for Venue

### VENUE REVENUE (Workshop):

- Venue hire fee: 10,000 THB (+ VAT = 10,700 THB)
- Bar sales: [Typically 5,000-15,000 THB]
- Security bond: 5,000 THB (refunded if no damages)

### VENUE COSTS:

- Fixed daily operational: ~14,000 THB (full day rate, but only using 5 hours)
- Staff (tech support, bar, door): ~3,000-5,000 THB (reduced from evening)
- Bar COGS: ~25% of bar sales

### NET PROFIT TO VENUE:

Workshop hire: 10,000 - 5,000 (proportional daily cost) = 5,000 THB

+ Bar profit: [5,000 to 15,000 sales × 0.75]

= Net: ~8,750 to 16,250 THB

## Example Workshop Event

### VENUE REVENUE:

- Hire fee: 10,000 THB
- Bar sales: 8,000 THB (coffee, soft drinks, some beers)

TOTAL: 18,000 THB

### VENUE COSTS:

- Proportional operational: 5,000 THB (5 hours of 24-hour cycle)
- Staff: 3,000 THB (3 staff at reduced rates)
- Bar COGS (25%): 2,000 THB

TOTAL: 10,000 THB

NET PROFIT TO VENUE: 18,000 - 10,000 = 8,000 THB

### **Strategic Value of Workshops:**

- Fills otherwise unused daytime hours
- Low operational burden (minimal staff)
- Community building and brand development
- Does not conflict with high-value evening slots
- Often leads to future evening bookings
- Lower profit per event but consistent low-risk income

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