

 **Venue FAQs**

If you have any specific questions that are not covered in our FAQ’s please e-mail the appropriate department:

**General Manager / Head of Music Programming**

Bradley Glasspoole bradley@norwichartscentre.co.uk

**Arts Administrator**

Ellie Robson ellie@norwichartscentre.co.uk

**Technical Manager**

Alex Unstead alex@norwichartscentre.co.uk

**Comms & Development Managers**

Kelly Robb & Grace Jackson marketing@norwichartscentre.co.uk

**Finance Manager**

Jayne Steward jayne@norwichartscentre.co.uk

**Hospitality Supervisor**

Josie Steward josie@norwichartscentre.co.uk

**What is the venue capacity?**

Standing – music – 300
Seated – music – 120 seats (+ standing room for 90)
Seated - Comedy – 120 seats (+ standing room for 90)
Live Art & Theatre with stage rip out - 60 seats (+ standing room for 20) Cafe / Bar – 78 standing

You can see a 3D tour of the venue here: <https://norwichartscentre.co.uk/visit/accessibility/>

**Can we sell our own tickets?**

If you are hiring the venue a minimum of 50% of the tickets must go through the NAC Box Office. All tickets sold through our Box Office will fall under the NAC Refund Policy, which can be seen here: <https://norwichartscentre.co.uk/visit/how-to-book/>

**Are you accessible?**

If any artist or member of the party has any access requirements, please contact the Access Officer, Bradley Glasspoole or Technical Manager, Alex Unstead.
Please see: http://norwichartscentre.co.uk/accessibility/

**What time can we load in and soundcheck from?**

Our duty manager and technical manager will be in from 4pm. Standard get-in is 4pm, with soundcheck at 5pm.

Please note: this is the earliest time that sound checks can take place due to sound curfews on amplified noise.

To arrange an earlier get-in, please contact Technical Manager Alex Unstead.

**Where can we park?**

We do not have any on site parking at NAC, due to the nature of the site (listed church and grounds). Unloading for cars, vans and minibuses is via the auditorium back doors, on St. Swithins Alley (first right turn on the St Swithins Road one-way loop that runs from St Benedicts Street to Westwick Street). Please announce your arrival at the Box Office and a staff member will unlock the church doors for you.

You will need to park in St. Benedict’s or one of the surrounding car parks after unloading – please see [Find Us](https://norwichartscentre.co.uk/visit/find-us/) for parking locations and directions to NAC.

Please note that the car park at the end of St. Swithins Alley does not belong to NAC and we strongly advise against parking here – the gates may be locked without warning.

**What time does the venue open to the public?**

We open our venue doors at 7pm and auditorium doors about 15-30 minutes before show start time.

**What’s your sound curfew times?**

11pm Sunday – Thursday

Midnight Friday & Saturday.

**How many guests can we have?**

You can have up to 10 guests for the headline artist / band.

**What is the wi-fi code?**

You will be given wi-fi access on arrival.

**How many dressing rooms do you have?**

We have 1 lockable dressing room and a performers bathroom. You will be given keycode access to these on arrival.

**Can we sell merchandise?**

You can set up a merch stall in our bar. You must supply a seller unless otherwise agreed with the venue. It may be possible to arrange a merch seller for you, the cost will be £15p/h but please give us at least 2 weeks notice. You will need to provide your own card reader to take payments.

**Are towels available at the venue?**

Yes, towels are included unless you are hiring the venue in which case the promoter will need to supply these.

**Do you provide catering?**

We do not provide in-house catering. Buyouts will be costed out for each event and there are lots of lovely local options close to the venue https://norwichlanes.co.uk.

**Do you provide riders?**

We will endeavour to meet your rider requirements, please supply the venue with this at least 2 weeks in advance. The rider will be in your dressing room on arrival.

Please note we are plastic free water bottle venue. Your tour party will all be provided with a FREE NAC bio bottle and there is a large refillable water tank in the dressing room.

**How do we settle financials?**

We will arrange a financial settlement 7 working days after the performance has finished via BACS.

**What technical equipment do you have?**

**Power**

Sound, stage and lighting on separate phases.

**Sound**

8 x Martin Audio WPC
3 x Martin Audio SXH218 Subs Martin Audio DX4.0

Martin Audio iKon42
Martin Audio iKon81
Martin Audio XD12 Side Fills

**FOH – Front Of House**

Soundcraft Vi1 (Main FOH) + SI expression 2 (Lx balcony) Soundcraft Madi CAT5e Stage Box 32/16
Soundcraft Vi1 Madi CAT5 Card

**Stage Monitors**

6 x Martin Audio LE100 2 x Martin Audio LE200

**Multicore**

2 x Cat5 from FOH

There is no split for separate monitor desk. Monitors are configured for a **six way** mix from front of house.

**Microphones**

8 x Shure SM58
6 x Shure SM57
6 x Sennheiser E604
2 x Sennheiser E906
2 x Neumann KM184 Shure Beta 91a
Shure Beta 52
2 x Beyerdynamic M88TG 1 x Electrovoice RE20 AKG414 Pair
2 x Sennheiser e904 Neumann KMS104

10 x BSS 133 DI Box
2 x Shure QLX Handheld mics
2 x Sennheiser EW112 G3 (Lapel)

**Lighting**

Chamsys Magic Q MQ40
8 x Chauvet Rogue R1X Spot
8 x Chauvet Rogue R2 Wash
15 x Chauvet Colorado Quad Zoom 1
6 x Chauvet Ovation E-160WW Profile 15/30 lense
6 x Chauvet Ovation 915
6 x single mount tank traps
6 x 2m scaff poles

Please note: No confetti cannons to be used anytime

**AV and Film Screening**

Panasonic MZ670 laser projector Motorised 4m x 2.5m fixed Screen Roland V1-HD Video Switcher HDMI from FOH

HDMI from stage

**Stage Area**

5m by 5m Stage - 80cm high 5m by 7m - Floor

**Streaming**

Black Magic Atem Mini Pro
Datavideo PTC PTZ Camera(fixed FOH) + Huddlecam HD Controller Sony Alpha 5100 DSLR
GoPro 8

Please note: All streaming is run from the lighting balcony above Hall entrance

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**BACKLINE FOR HIRE:
Gretsch Catalina Birch Standard Ebony**

22"x16" Bass Drum,
10"x07" Tom
12"x08" Tom 16"x16" Floor Tom
14"x5,5" Snare Drum
Pearl HWP-830 Hardware Set, 830 Series, 1x BC-830 cymbal boom stand 1x C-830 straight cymbal stand
1x H-830 Hi-Hat
1x S-830 snare stand

**1x Fender Blues Junior IV**

Fender Blues Junior IV, hot rod Series, tube 3x 12 AX7 and 2x EL84, 15 watt, 1x 12" celestion A-type speaker

**1 x Mark Bass mini**

CMD 121P

**1 x Yamaha G2 Baby grand.**

Prices on enquiry.