

**Department:** Recreation and Culture  
**Key Business:** Oakville Centre for Performing Arts  
**Service Area:** Box Office

Service Provided	Unit of Measure	HST Y/N	2023 Base Fee	2024 Base Fee	2025 Proposed Base Fee	HST \$	2025 Fee (tax included)	Effective Date MMM-YY	Last Increase	2025 over 2024 \$ Change	2025 over 2024 % Change
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**Service Area: Charge-backs: Box Office**

Credit Card & Debit Card	per ticket	N	5.00%	5.00%	5.00%	N/A	5.00%	Sep-08	2008	\$0.00	0.00%
Ticket Exchange fee	per ticket	Y	\$3.98	\$4.20	\$4.20	\$0.55	\$4.75	Sep-24	2023	\$0.00	0.00%
PF (Processing Fee) 10% of advertised ticket price to a maximum of \$4.90 per ticket incl HST	per ticket	Y	\$3.95	\$4.20	\$4.34	\$0.56	\$4.90	Sep-25	2024	\$0.14	3.33%
CIF (Capital Improvement Fee) 10% of advertised ticket price to a maximum of \$1 per ticket incl HST	per ticket	Y	\$0.88	\$0.88	\$0.88	\$0.11	\$0.99	Sep-10	2010	\$0.00	0.00%
Processing fee for comp tickets (first 50 tix free of CPF)	per ticket	Y	\$1.06	\$1.11	\$1.15	\$0.15	\$1.29	Sep-25	2024	\$0.03	3.15%
Ticket Printing - Auditorium	per event	Y	\$140.00	\$147.00	\$151.65	\$19.71	\$171.36	Sep-25	2024	\$4.65	3.16%
Ticket Printing - Studio	per event	Y	\$56.00	\$59.00	\$60.90	\$7.92	\$68.82	Sep-25	2024	\$1.90	3.22%
Mailings to Patrons (on behalf of rental clients)	per piece	Y	\$1.77	\$1.77	\$1.83	\$0.24	\$2.07	Sep-25	2023	\$0.06	3.25%
Mailing tickets to Patrons	per order	Y	\$1.77	\$1.77	\$1.83	\$0.24	\$2.07	Sep-25	2023	\$0.06	3.25%
Admin fee - Report creation	per report	Y	\$15.00	\$15.75	\$16.25	\$2.11	\$18.36	Sep-25	2024	\$0.50	3.17%
Marketing e-blast	per email delivered	Y	\$0.13	\$0.14	\$0.14	\$0.02	\$0.16	Sep-24	2019	\$0.00	0.00%
Outlet sale setup charge	per event	Y	\$126.00	\$132.00	\$136.25	\$17.71	\$153.96	Sep-25	2024	\$4.25	3.22%
Outlet sale processing fee	per ticket	Y	\$3.54	\$3.72	\$3.84	\$0.50	\$4.34	Sep-25	2024	\$0.12	3.23%
Outlet sale processing fee (not for profit clients)	per ticket	Y	\$1.64	\$1.72	\$1.77	\$0.23	\$2.00	Sep-25	2024	\$0.05	2.91%
Lakeshore Road Electronic sign message	per 2 weeks	Y	\$195.00	\$205.00	\$211.50	\$27.50	\$239.00	Sep-25	2024	\$6.50	3.17%

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**Service Area: Charge-backs: Front of House (FOH) and Technical**

Dance Floor	per day	Y	\$316.00	\$332.00	<b>\$343.00</b>	<b>\$44.59</b>	<b>\$387.59</b>	Sep-25	2024	\$11.00	3.31%
Dance Floor ( re-tape)	per application	Y	\$130.00	\$136.00	<b>\$140.50</b>	<b>\$18.27</b>	<b>\$158.77</b>	Sep-25	2024	\$4.50	3.31%
Front of House charge-back - Room Setup Lobby/Studio	per setup	Y	\$97.00	\$102.00	<b>\$105.40</b>	<b>\$13.70</b>	<b>\$119.10</b>	Sep-25	2024	\$3.40	3.33%
Front of House charge-back - Add't Janitorial	Per day	Y	\$103.00	\$108.00	<b>\$170.00</b>	<b>\$22.10</b>	<b>\$192.10</b>	Sep-25	2024	\$62.00	57.41%
FOH -Catering Surcharge	per person	Y	\$4.20	\$4.40	<b>\$4.54</b>	<b>\$0.59</b>	<b>\$5.13</b>	Sep-25	2024	\$0.14	3.18%
FOH charge-back Security (4 hr minimum)	per hour	Y	\$40.00	\$42.50	<b>\$45.00</b>	<b>\$5.85</b>	<b>\$50.85</b>	Sep-25	2024	\$2.50	5.88%
FOH charge-back Merchandise Sales Commission	% of sales	N	15%	15%	<b>15%</b>	<b>N/A</b>	<b>15%</b>	Sep-15	N/A	\$0.00	0.00%
FOH charge-back Merchandise Sales Commission - OCPA provides seller	% of sales	N	20%	20%	<b>20%</b>	<b>N/A</b>	<b>20%</b>	Sep-15	N/A	\$0.00	0.00%
Hazer/Fog machine	per day	Y	\$64.00	\$67.00	<b>\$69.20</b>	<b>\$9.00</b>	<b>\$78.20</b>	Sep-25	2024	\$2.20	3.28%
Hazer/Fog machine	per week	Y	\$126.00	\$132.00	<b>\$136.20</b>	<b>\$17.71</b>	<b>\$153.91</b>	Sep-25	2024	\$4.20	3.18%
Off-site sound system (small) *requires Technician	per day	Y	\$315.00	\$330.00	<b>\$340.70</b>	<b>\$44.29</b>	<b>\$384.99</b>	Sep-25	2024	\$10.70	3.24%
Off-site sound system (large) *requires technician	per day	Y	\$1,250.00	\$1,312.00	<b>\$1,355.00</b>	<b>\$176.15</b>	<b>\$1,531.15</b>	Sep-25	2024	\$43.00	3.28%
Technical charge-back - Video Projector & Screen Setup	per day	Y	\$377.00	\$395.00	<b>\$408.00</b>	<b>\$53.04</b>	<b>\$461.04</b>	Sep-25	2024	\$13.00	3.29%
Technical charge-back Pyrotechnical administration fee	per event	Y	\$285.00	\$299.00	<b>\$309.00</b>	<b>\$40.17</b>	<b>\$349.17</b>	Sep-25	2024	\$10.00	3.34%
Technical charge-back - Piano Tuning	Each	Y	\$205.00	\$215.00	<b>\$221.80</b>	<b>\$28.83</b>	<b>\$250.63</b>	Sep-25	2024	\$6.80	3.16%

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**Service Area: Charge-backs: Staff**

Staff Charge-back Rates - House Manager	per hour	Y	\$48.00	\$50.50	\$27.19	\$3.53	\$30.72	Sep-25	2024	-\$23.31	-46.16%
Staff Charge-back Rates -Additional FOH staff (bartender / usher)	per hour	Y	\$19.50	\$20.50	\$22.75	\$2.96	\$25.71	Sep-25	2024	\$2.25	10.98%
Staff Charge-back Rates - Theatre Technician	per hour	Y	\$53.50	\$56.25	\$58.88	\$7.65	\$66.53	Sep-25	2024	\$2.63	4.68%
Staff Charge-back Rates - Box Office Clerk	per hour	Y	\$43.25	\$45.50	\$45.83	\$5.96	\$51.79	Sep-25	2024	\$0.33	0.73%
Staff Charge-back Rates - Additional Tech Supervisor	per hour	Y	\$63.75	\$66.75	\$81.36	\$10.58	\$91.94	Sep-25	2024	\$14.61	21.89%

**Service Area: Rental Space - Lobby**

Subsidized Resident - Monday - Friday 9 am - 5 pm	per hour	Y	\$48.00	\$50.00	\$51.60	\$6.71	\$58.31	Sep-25	2024	\$1.60	3.20%
Subsidized Resident - Evenings and Weekends	per hour	Y	\$102.00	\$107.00	\$110.40	\$14.35	\$124.75	Sep-25	2024	\$3.40	3.18%
Subsidized Non-Resident - Monday - Friday 9 am - 5 pm	per hour	Y	\$93.00	\$98.00	\$101.25	\$13.16	\$114.41	Sep-25	2024	\$3.25	3.32%
Subsidized Non-Resident - Evenings and Weekends	per hour	Y	\$130.00	\$136.00	\$140.50	\$18.27	\$158.77	Sep-25	2024	\$4.50	3.31%
Standard Resident - Monday - Friday 9:00 am - 5:00 pm	per hour	Y	\$126.00	\$132.00	\$136.25	\$17.71	\$153.96	Sep-25	2024	\$4.25	3.22%
Standard Resident - Evenings and Weekends	per hour	Y	\$153.00	\$160.00	\$165.15	\$21.47	\$186.62	Sep-25	2024	\$5.15	3.22%
Standard Non Resident - Monday - Friday 9 am - 5 pm	per hour	Y	\$143.00	\$150.00	\$155.00	\$20.15	\$175.15	Sep-25	2024	\$5.00	3.33%
Standard Non Resident - Evenings and Weekends	per hour	Y	\$173.00	\$182.00	\$188.00	\$24.44	\$212.44	Sep-25	2024	\$6.00	3.30%

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**Service Area: Rental Space: Main Auditorium**

Subsidized Resident - Setup / REH / - 9 am - 12 midnight	per hour	Y	\$141.00	\$148.00	<b>\$152.75</b>	<b>\$19.86</b>	<b>\$172.61</b>	Sep-25	2024	\$4.75	3.21%
Subsidized Resident - Performance - 9 am -12 midnight	per hour	Y	\$260.00	\$273.00	<b>\$281.75</b>	<b>\$36.63</b>	<b>\$318.38</b>	Sep-25	2024	\$8.75	3.21%
Subsidized Resident Daily - 8 hour rate - 9 am - 12 midnight	per 8 hours	Y	\$1,513.00	\$1,588.00	<b>\$1,639.00</b>	<b>\$213.07</b>	<b>\$1,852.07</b>	Sep-25	2024	\$51.00	3.21%
Subsidized Resident Week - 3 Performances (maximum 12 hours per performance)	per 40 hours maximum	Y	\$5,198.00	\$5,458.00	<b>\$5,635.00</b>	<b>\$732.55</b>	<b>\$6,367.55</b>	Sep-25	2024	\$177.00	3.24%
Subsidized Resident Week - 4 Performances (maximum 16 hours per performance)	per 40 hours maximum	Y	\$6,500.00	\$6,825.00	<b>\$7,046.50</b>	<b>\$916.05</b>	<b>\$7,962.55</b>	Sep-25	2024	\$221.50	3.25%
Subsidized Non Resident - Setup / REH - 9 am - 12 midnight	per hour	Y	\$195.00	\$205.00	<b>\$211.50</b>	<b>\$27.50</b>	<b>\$239.00</b>	Sep-25	2024	\$6.50	3.17%
Subsidized Non-Resident - Performance	per hour	Y	\$355.00	\$372.00	<b>\$384.00</b>	<b>\$49.92</b>	<b>\$433.92</b>	Sep-25	2024	\$12.00	3.23%
Subsidized Non-Resident Performance 8 hour rate - 9 am -12 midnight	Daily	Y	\$1,995.00	\$2,095.00	<b>\$2,163.00</b>	<b>\$281.19</b>	<b>\$2,444.19</b>	Sep-25	2024	\$68.00	3.25%
Subsidized Non-Resident Week / 3 Performances	per 40 hour maximum	Y	\$6,930.00	\$7,276.00	<b>\$7,511.00</b>	<b>\$976.43</b>	<b>\$8,487.43</b>	Sep-25	2024	\$235.00	3.23%
Subsidized Non-Resident Week / 4 Performances	per 40 hour maximum	Y	\$8,661.00	\$9,095.00	<b>\$9,390.00</b>	<b>\$1,220.70</b>	<b>\$10,610.70</b>	Sep-25	2024	\$295.00	3.24%
Standard Resident - Setup / REH - 9 am - 12 midnight	per hour	Y	\$248.00	\$260.00	<b>\$268.25</b>	<b>\$34.87</b>	<b>\$303.12</b>	Sep-25	2024	\$8.25	3.17%
Standard Resident Performance	per hour	Y	\$462.00	\$485.00	<b>\$500.50</b>	<b>\$65.07</b>	<b>\$565.57</b>	Sep-25	2024	\$15.50	3.20%
Standard Resident Daily - 8 hour rate - 9 am -12 midnight	per 8 hours	Y	\$2,671.00	\$2,805.00	<b>\$2,896.00</b>	<b>\$376.48</b>	<b>\$3,272.48</b>	Sep-25	2024	\$91.00	3.24%
Standard Resident Week / 3 Performances	per 40 hour maximum	Y	\$8,853.00	\$9,295.00	<b>\$9,597.00</b>	<b>\$1,247.61</b>	<b>\$10,844.61</b>	Sep-25	2024	\$302.00	3.25%
Standard Resident Week / 4 Performances	per 40 hour maximum	Y	\$11,530.00	\$12,105.00	<b>\$12,498.00</b>	<b>\$1,624.74</b>	<b>\$14,122.74</b>	Sep-25	2024	\$393.00	3.25%

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Standard Non Resident - Setup / REH - 9 am - 12 midnight	per hour	Y	\$302.00	\$317.00	<b>\$327.50</b>	<b>\$42.58</b>	<b>\$370.08</b>	Sep-25	2024	\$10.50	3.31%
Standard Non-Resident - Performance	per hour	Y	\$567.00	\$595.00	<b>\$614.50</b>	<b>\$79.89</b>	<b>\$694.39</b>	Sep-25	2024	\$19.50	3.28%
Standard Non-Resident Performance - 8 hour rate / 9am -12 midnight	daily	Y	\$3,289.00	\$3,450.00	<b>\$3,562.50</b>	<b>\$463.13</b>	<b>\$4,025.63</b>	Sep-25	2024	\$112.50	3.26%
Standard Non-Resident Week / 3 Performances	per 40 hour maximum	Y	\$10,964.00	\$11,510.00	<b>\$11,884.50</b>	<b>\$1,544.99</b>	<b>\$13,429.49</b>	Sep-25	2024	\$374.50	3.25%
Standard Non-Resident Week / 4 Performances	per 40 hour maximum	Y	\$14,219.00	\$14,930.00	<b>\$15,415.50</b>	<b>\$2,004.02</b>	<b>\$17,419.52</b>	Sep-25	2024	\$485.50	3.25%

**Service Area: Rental Space: Studio Theatre**

Subsidized Resident - Setup / REH - 9 am -12 midnight	per hour	Y	\$71.00	\$74.00	<b>\$76.40</b>	<b>\$9.93</b>	<b>\$86.33</b>	Sep-25	2024	\$2.40	3.24%
Subsidized Resident - Performance - 9 am - 12 midnight	per hour	Y	\$106.00	\$111.00	<b>\$114.50</b>	<b>\$14.89</b>	<b>\$129.39</b>	Sep-25	2024	\$3.50	3.15%
Subsidized Resident - Social Event - 9 am - 12 midnight	per hour	Y	\$106.00	\$111.00	<b>\$114.50</b>	<b>\$14.89</b>	<b>\$129.39</b>	Sep-25	2024	\$3.50	3.15%
Subsidized Resident Daily Theatre - 9 am - 12 midnight	per 8 hours	Y	\$530.00	\$556.00	<b>\$574.00</b>	<b>\$74.62</b>	<b>\$648.62</b>	Sep-25	2024	\$18.00	3.24%
Subsidized Resident Week / 3 Performances	40 hour maximum	Y	\$2,213.00	\$2,323.00	<b>\$2,398.00</b>	<b>\$311.74</b>	<b>\$2,709.74</b>	Sep-25	2024	\$75.00	3.23%
Subsidized Resident Week / 4 Performances	40 hour maximum	Y	\$3,032.00	\$3,183.00	<b>\$3,286.00</b>	<b>\$427.18</b>	<b>\$3,713.18</b>	Sep-25	2024	\$103.00	3.24%
Subsidized Non-Resident / REH - 9 am -12 midnight	per hour	Y	\$105.00	\$110.00	<b>\$113.50</b>	<b>\$14.76</b>	<b>\$128.26</b>	Sep-25	2024	\$3.50	3.18%
Subsidized Non-Resident Performance - 9 am - 12 midnight	per hour	Y	\$131.00	\$137.00	<b>\$141.40</b>	<b>\$18.38</b>	<b>\$159.78</b>	Sep-25	2024	\$4.40	3.21%
Subsidized Non-Resident Social Event - 9 am - 12 midnight	per hour	Y	\$131.00	\$137.00	<b>\$141.40</b>	<b>\$18.38</b>	<b>\$159.78</b>	Sep-25	2024	\$4.40	3.21%
Subsidized Non-Resident Daily Theatre - 9 am -12 midnight	per 8 hours	Y	\$723.00	\$759.00	<b>\$783.50</b>	<b>\$101.86</b>	<b>\$885.36</b>	Sep-25	2024	\$24.50	3.23%
Subsidized Non-Resident Week / 3 Performances	per 40 hours maximum	Y	\$3,000.00	\$3,150.00	<b>\$3,252.00</b>	<b>\$422.76</b>	<b>\$3,674.76</b>	Sep-25	2024	\$102.00	3.24%

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Subsidized Non-Resident Week / 4 Performances	per 40 hrs max.	Y	\$3,540.00	\$3,717.00	<b>\$3,837.50</b>	<b>\$498.88</b>	<b>\$4,336.38</b>	Sep-25	2024	\$120.50	3.24%
Standard Resident - Setup / REH - 9 am -12 midnight	per hour	Y	\$122.00	\$128.00	<b>\$132.15</b>	<b>\$17.18</b>	<b>\$149.33</b>	Sep-25	2024	\$4.15	3.24%
Standard Resident Performance - 9 am - 12 midnight	per hour	Y	\$157.00	\$165.00	<b>\$170.25</b>	<b>\$22.13</b>	<b>\$192.38</b>	Sep-25	2024	\$5.25	3.18%
Standard Resident Social Event - 9 am - 12 midnight	per hour	Y	\$157.00	\$165.00	<b>\$170.25</b>	<b>\$22.13</b>	<b>\$192.38</b>	Sep-25	2024	\$5.25	3.18%
Standard Resident Daily Theatre - 9 am - 12 midnight	per 8 hours	Y	\$926.00	\$972.00	<b>\$1,003.50</b>	<b>\$130.46</b>	<b>\$1,133.96</b>	Sep-25	2024	\$31.50	3.24%
Standard Resident Week / 3 Performances	per 40 hrs max.	Y	\$3,868.00	\$4,061.00	<b>\$4,192.50</b>	<b>\$545.03</b>	<b>\$4,737.53</b>	Sep-25	2024	\$131.50	3.24%
Standard Resident Week / 4 Performances	per 40 hrs max.	Y	\$4,564.00	\$4,792.00	<b>\$4,947.00</b>	<b>\$643.11</b>	<b>\$5,590.11</b>	Sep-25	2024	\$155.00	3.23%
Standard Non Resident - Setup / REH - 9 am -12 midnight	per hour	Y	\$154.00	\$161.00	<b>\$166.25</b>	<b>\$21.61</b>	<b>\$187.86</b>	Sep-25	2024	\$5.25	3.26%
Standard Non Resident Performance - 9 am - 12 midnight	per hour	Y	\$190.00	\$199.00	<b>\$205.50</b>	<b>\$26.72</b>	<b>\$232.22</b>	Sep-25	2024	\$6.50	3.27%
Standard Non Resident Social Event - 9 am -12 midnight	per hour	Y	\$190.00	\$199.00	<b>\$205.50</b>	<b>\$26.72</b>	<b>\$232.22</b>	Sep-25	2024	\$6.50	3.27%
Standard Non Resident Daily Theatre / 9 am -12 midnight	per 8 hours	Y	\$1,142.00	\$1,199.00	<b>\$1,238.00</b>	<b>\$160.94</b>	<b>\$1,398.94</b>	Sep-25	2024	\$39.00	3.25%
Standard Non Resident Week / 3 Performances	per 40 hrs max.	Y	\$4,770.00	\$5,008.00	<b>\$5,171.00</b>	<b>\$672.23</b>	<b>\$5,843.23</b>	Sep-25	2024	\$163.00	3.25%
Standard Non Resident Week / 4 Performances	per 40 hrs max.	Y	\$5,619.00	\$5,899.00	<b>\$6,091.00</b>	<b>\$791.83</b>	<b>\$6,882.83</b>	Sep-25	2024	\$192.00	3.25%

**Note:** Rates for all rental spaces increase by 2.5% between midnight and 9:00 a.m.