

# The Fringe Guide to Registering and Managing your Venues

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Create/View/Edit an Organisation



Create or Edit a Venue



Add or Edit your  
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# Introduction

A venue is a location where shows, events or exhibitions can be held. Only create a venue if you, or your organisation, are responsible for running that venue and will be the contact for the Fringe Society for the management of that venue. Any venues that you create will stay within edfringeware from year to year, so other than updating as needed, you won't have to keep re-entering the details each year.

## How to Register a Venue

### Create a User / Sign in

The first time you access edfringeware you will need to create a new user account. This will be a different user account from ones you have previously used in Fringe Society online forms, as show registration accounts from previous years are no longer active. Edfringeware, the new show and venue database, has been introduced this year.

- Enter your personal details, email address and add an image for your user account (optional). This image is used as an avatar only within edfringeware and will not appear anywhere else.
- If you have opted in to contact searches, then your name and job title will be displayed when another edfringeware user starts to type your name into a contact field. It is therefore recommended that you ensure your job title is unique to help identify you to others. For example, list job title followed by the show/company name. Bob Smith, Producer Happy Theatre Co.

**Opt in/out of contact searches:** you can tick/untick this box at any time. If you would like other people to be able to add you to their show, venue or organisation, or if you want other venue staff and performers to find you and invite you to view their shows, then it is recommended that you opt in. As you can easily turn this function off, we suggest you at least remain opted in as long as it is useful for people to find you. See [Edit User Profile and Reset Password](#) below for details of how to opt out at a later date

If you forget your password, click the [Forgot Password](#) link beneath the log in box and follow the instructions.

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## Edit user profile and reset password

To edit your profile, click on your name in the top right hand corner of the page. Select **Edit Profile** and update your details as required. Remember to press Save.

**Please Note:** whenever you are using edfringeware, it is vital that you save every page or tab you are working on or you will lose information. It won't disrupt you once you get going, so just remember to hit save before you move to another page or Save this Tab before moving between tabs. A green box at the top of each page will inform you of the save status and if you have any extra fields to fill in.

To opt out of edfringeware wide searches, tick the box beside the text [Click here if you would like to opt out of appearing in the contact searches](#). Uncheck the same box to opt in.

To reset your password, click on your name in the top right hand corner of the page. **Select Change Password**. You will be asked to confirm your current password and then enter a new password. Passwords must be alpha-numeric and a minimum of eight characters.

If you need to change the email address you have registered with then please contact the programme team [programme@edfringe.com](mailto:programme@edfringe.com).

## Menu options and navigation

On the left hand side of the page a number of menu options may be visible to help you navigate to either

- [My Organisations](#): Shows and venues registered under your organisation
- [Create an Organisation](#): Use this to create your organisation(s), see Create an Organisation below for details
- [Show with Read-only Access](#): Shows that you did not register, but you are a show contact and have been given read-only access to
- [Shows in My Spaces](#): Shows registered by other participants in any of your performance spaces

To navigate to any show you have registered, click [My Organisations](#), select the appropriate organisation and click the [Shows](#) tab. All shows that you have registered under this organisation will be listed. (Note: if you only have one organisation you will not have to choose the organisation name.)

**Please note:** [Show with Read-only Access](#) and [Shows in My Spaces](#) will only appear if you have been invited to be a show contact ([Show with Read-only Access](#)), or have registered a venue ([Shows in My Spaces](#)).

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# Create/View/Edit an Organisation

Edfringeware users need to create an organisation before they can register a show or a venue with the Edinburgh Festival Fringe Society.

An organisation refers to the company, group or person with overall responsibility for producing the event or managing the venue. An organisation can take any form, including a corporation, private company, performance group or an individual. This organisation will remain in edfringeware year on year and will be the umbrella body for any venues or shows that you create. You can create as many organisations as needed.

## Organisation

To start, select **Create Organisation** from the menu on the left hand side of the screen.

Below is the information required on the form to create an organisation. An asterisk (\*) indicates that this is a required field.

\***Organisation Name:** \_\_\_\_\_

\***Telephone 1:** \_\_\_\_\_

**Telephone 2:** \_\_\_\_\_

**Telephone 3:** \_\_\_\_\_

**Website:** \_\_\_\_\_

\***Email:** \_\_\_\_\_

**Image:** This organisation image will only be used as an avatar in edfringeware. It will not be used in the printed programme or on edfringe.com.

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## Address

\*Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

\*Town or City: \_\_\_\_\_

\*Postcode/Zip Code: \_\_\_\_\_

\*Country: \_\_\_\_\_

## \*Primary Contact:

You can add an existing edfringeware user, or click [add contact details](#). To add an existing user, simply start typing a name and choose from the drop down list.

If the person that you want to be a primary, secondary, media contact etc. isn't registered with edfringeware or hasn't made themselves available to contact searches, select [or add contact details](#) and enter their details. **If you want your Primary Contact to be able to edit your organisation details, they will need to register as an edfringeware user and be added as a Organisation Administrator. See [Add or Edit your Contacts/People](#).**

The person who creates the organisation will have Organisation Administrator rights. Organisation Administrators will also have venue administration permissions for any venues registered under their organisation.

Organisation Administrator permissions allow the person to:

- view and edit all organisation, show and venue information
- view and edit organisation bank account details
- register shows or venues under that organisation
- approve show proofs
- give or remove organisation, show and venue admin or read-only rights to other users.

There are no organisation read-only permissions. Please see [Add or Edit your Contacts/People](#) for a more detailed explanation.

**Press Save before you navigate to the next tab, otherwise your information will not be saved.**

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## Organisation Payout Details

On this page you will be asked to tell us who will receive your payout from the sale of tickets through the Fringe Box Office.

If you are registering a show or a venue that will be selling tickets, this is the page where you can specify who should receive the payout of any revenue due to you from ticket sales through the Fringe Box Office. The details entered here are for your organisation, but Box Office payout can also be selected for each show individually (see the Payout and Fringe Allocation tab in the Show section of the form). Please enter the bank account details of where any Box Office payout due from shows or venues registered under your organisation should be paid to. If you need to enter different bank details for a specific show or venue you will need to create another organisation.

If your organisation is not due to receive any Box Office payout, then please leave this section blank.

Your organisation payout details are only editable by Organisation Administrators on the system and viewable by Show or Venue Administrators. Organisation or Show Read-only contacts can not view these details.

You can use these pages to help collect the information needed to register. You will be able to log back into the form at any point up until the end of the Fringe to change these bank details if necessary. The asterisk (\*) indicates mandatory fields.

**\*Is the bank international? Yes/No**

**\*Name of Account Payee:** \_\_\_\_\_

**\*Account Number:** \_\_\_\_\_

**\*Sort Code / International Bank Code:** \_\_\_\_\_

**Bank Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Town:** \_\_\_\_\_

**City:** \_\_\_\_\_

**Country:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_

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**IBAN/SWIFT:** \_\_\_\_\_

Some countries use IBAN, SWIFT or BIC codes. Please contact your bank in order to obtain the most relevant information.

**\*Currency:** (select from the drop down menu. UK can be found listed as Pound Sterling).

If payment is to be made by international bank transfer, the Edinburgh Festival Fringe Society and its bankers cannot accept responsibility for funds not received, as UK banks cannot guarantee funds after they have left the UK clearing houses.

**\*All show payments for shows that take place at my venues should be made to my organisation?**

If you are a venue manager then you can tick this box that means that any Box Office payouts for shows registered at any of your venues will go to this bank account.

**Remember to save the tab before moving on.**

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# Venue Information

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## How to Register a Venue

You need an organisation to register a venue.

- Log in to edfringeware
- Click **My Organisations** from the left hand menu
- Select the correct organisation or the **Create and Organisation** button if you have not already set up an organisation
- Click on the **Venues** tab in the organisation
- Click **Create a Venue**

Enter your venue name and then complete the following fields.

**Note:** You will need to accept the Terms and Conditions ([which you can view here](#)) before you can proceed.

### Venue Details

\* indicates a mandatory field

**\*Venue Name**

**\*Address:** \_\_\_\_\_

**Town/City:** \_\_\_\_\_

**\*Postcode:** \_\_\_\_\_

Please ensure the venue address and postcode is correct, as this information will be printed on tickets issued by the Fringe Box Office.

The **venue number** field is purely for reference. Your venue number will be assigned to you and can not be edited.

**Website:** \_\_\_\_\_

Please enter your venue's website here.

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## Advertising your Venue to Prospective Participants

**\*Do want to include this venue in the online listings search and PDF guide provided to prospective participants looking for venues?**

Tick this box if you would like to advertise your venue. On edfringe.com there is a searchable map of all venues and also a list of venues and their contact details within the *Fringe Guide to Choosing a Venue* PDF document.

## Codes and Associations

**Venue is a member of the Association of Independent Venue Producers (AIVP)**

AIVP includes venue producers from across the Fringe and acts as the voice of venue operators as well as working together on areas of common interest.

**\*Do you agree to sign up to the Best Practice Code for venues?**

The Best Practice Code has been developed through joint discussions between the Association of Independent Venue Producers and the Edinburgh Festival Fringe Society. It is not binding, but is designed to be a statement of intent and commitment. The aim of this code is to improve the Fringe experience for everyone. It is understood that Venue Producers do not always have sole control of their buildings and that their ability to fully implement this code may be hampered by external factors beyond their control. A full copy of the code is available from here ([www.edfringe.com/participants/venue-search/best-practice](http://www.edfringe.com/participants/venue-search/best-practice)).

If you wish to sign up to this code, please tick here. The Fringe Society strongly encourages all venues to sign up to the Code.

**Venue is signed up to the Green Arts Initiative**

The Green Arts Initiative (previously known as the Green Venues Initiative) aims to reduce the carbon emissions of venues in Edinburgh's Festivals. It encourages, supports, facilitates and recognises venues that are ready to monitor, measure and reduce their environmental impact, or who are already doing some of this work.

If you would like to learn more about this initiative, sign up or receive some guidance on what you can do to improve your venue's environmental impact, please visit the Green Arts Initiative at [www.creativecarbonscotland.com/projects/the-green-arts-initiative](http://www.creativecarbonscotland.com/projects/the-green-arts-initiative).

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## How Will the Venue be Managed?

Tick the box beside the most appropriate management model. If you choose other, please explain the model in the space provided.

The venue will be managed by an independent show or producer (eg, site specific work).

A Venue Manager will programme shows into the performance slots.

Other management model (please add details): \_\_\_\_\_

## Management and Programming

For the next three sections, you can add an existing edfringeware user, or click [add contact details](#). To add an existing user, simply start typing a name and choose from the drop down list.

If the person that you want to add isn't registered with edfringeware or hasn't made themselves available to contact searches, select [or add contact details](#) and enter their details.

### Venue Management

\*Venue Manager: \_\_\_\_\_

Venue Secondary Contact: \_\_\_\_\_

\*Venue Owner: \_\_\_\_\_

This section lets you specify a venue manager and a venue owner (if different). The Venue Manager will be first point of contact between the Edinburgh Festival Fringe Society and the venue. **If you want your Venue Manager to be able to edit your organisation details, they will need to register as an edfringeware user and be added as a Organisation Administrator. If you want them only to be able to edit venue details, they will need to be added as a Venue Administrator.** See [Add or Edit your Contacts/People](#). The information entered here is for Fringe Society staff to get in touch with your contacts. Being a contact does not automatically give you editing rights.

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## Venue Description

### What makes your venue special?

This description will be provided to prospective participants seeking a Fringe venue, if you have chosen to include your venue in our online listings. It is an opportunity to explain how your venue works, what makes it stand out from others and why participants would want to perform there.

## Venue Description

Describe your venue in 70 words or less. This description is intended for audience members and will appear in the printed programme and online. This description should not be used to advertise individual shows or the activities of your venue or organisation beyond the festival period.

## Venue Programming

### Describe the types of shows/events you are interested in having in your venue:

This section is for you to specify the types of performance you would be interested in holding in your venue.

### Describe the genres that you are interested in programming. Tick all that apply.

- |                                   |  |
|-----------------------------------|--|
| <input type="radio"/> Cabaret     | <input type="radio"/> Children's Shows                   |
| <input type="radio"/> Comedy      | <input type="radio"/> Dance, Physical Theatre and Circus |
| <input type="radio"/> Events      | <input type="radio"/> Exhibitions                        |
| <input type="radio"/> Music       | <input type="radio"/> Musicals and Operas                |
| <input type="radio"/> Spoken Word | <input type="radio"/> Theatre                            |

### How would you like to be contacted by groups/companies?

Choose from the following options: email/send info pack/telephone.

### Can Groups/Companies contact you in any other way? Please provide details.

Alternatively, this question gives you the option of specifying any other ways in which you can be contacted.

### Group/Company application deadline:

Please enter the latest date by which groups should contact you in order to apply to put on a show in your venue if applicable. If you programme continuously, please leave this blank.

### Application decision date:

Please enter the date by which you will have made your decision about which show(s) will be put on in your venue if applicable. If you programme continuously, please leave this blank.

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## Viewing

**Please indicate venue viewing details, such as whether it is available for viewing throughout the year, etc.**

Groups may wish to visit and view your venue before they make a decision about where they would like to hold their show. In this box you can enter any relevant details about viewing your venue, including if it is unavailable for viewing outside of August.

## Licensing

**Does the venue have any annual licences from the City of Edinburgh Council?**

If yes, please specify the type of licence.

Please tell us about any permanent year round licences you hold for your venue, you can tick all options that apply. If a licence you hold is not specified, please give further details in the text box.

**Will you be applying for or have you been granted any temporary occasional licences?**

Please tell us about any temporary or occasional licences that you will be applying for or already hold – you can tick all options that apply. If the appropriate licence is not specified, please give further details in the text box. If yes, please answer the following question.

**Which type of licence will you be applying for/have you obtained?**

Theatre Licence    Public Entertainment Licence    Liquor Licence    Other (please specify)

**Are there age restrictions in place at your venue?**

Please tell us about any age restrictions at your venue, particularly if children are not allowed access at particular times due to licensing regulations. You can provide full details in the text box.

**Specific details about the age restrictions (eg, Strictly 18+, No under 16s after 21:00, etc)**

**Please indicate by ticking this box that you will support the rights of copyright holders to ensure that all performances in your venue have obtained the appropriate permissions.**

It is a legal requirement that all participants in the Edinburgh Festival Fringe acquire the appropriate permissions from copyright holders to perform work and make any necessary payments. The Fringe Society asks that venue managers work with us to ensure these requirements are met and that intellectual property rights are respected. You should require all performing companies to obtain the necessary right for the work and liaise with the Fringe Society over any issues that arise.

**Save this tab before you move on.**

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## Venue Facilities Media and Marketing

### \*Media and Marketing Contact for your venue:

The person who you designate as your venue's media contact will be the point of contact for everything relating to the media and marketing of your venue. It's mandatory to designate a media and marketing contact. They will need to keep in regular contact with the Fringe Media Office and their contact details will also be made available to accredited journalists so please let this person know in advance that they might receive press enquiries.

If your media contact is an edfringeware user who has opted in to be searchable, you will be able to find them quickly. Start to type an edfringeware user's name in the Media and Marketing Contact field then a drop down box will display all similar names registered with edfringeware and you can select the correct one before saving. To enter your own contact details, start typing your name and then select yourself from the list.

If the person that you want to invite to be the Media and Marketing Contact isn't registered with edfringeware, select or add contact details before filling out the rest of the invitation. When you click the Send button the person will receive an email asking them to accept or reject your invitation. If they are not already an edfringeware user they will have to register before they can share your information. Once they have accepted the invitation, they will be able to see and edit the information you have shared with them once they have logged in.

**If you want your Media and Marketing contact to be able to edit your organisation details, they will need to register as an edfringeware user and be added as a Organisation Administrator. If you want them only to be able to edit venue details, they will need to be added as a Venue Administrator. They can also be set up as a Venue Read-only contact if you want them to view, but not edit, your venue details. See [Add or Edit your Contacts/People](#).**

### Festival website address:

Add your venue's website here for it to be listed with your venue entry in the Fringe Programme and online as well as in the information for prospective participants. You can only add one web address here.

### Venue has a Media Office:

If your venue has a dedicated media office that can be contacted by journalists please tick this box.

### Venue has Media Staff:

Even if your venue doesn't have a dedicated media office, please tick this box if you have staff who can be contacted by journalists.

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#### Media Office opening times (during festival):

Please enter hours that your media office is open (or the hours in which your media staff can be contacted).

#### Charge for publicity:

If your venue offers publicity services to groups using your venue and make a charge for this, please tick this box. This includes any extra charges to be included in printed programmes.

#### Own programme published:

If your venue publishes a printed programme of events, please tick this box.

#### Size of print run:

If your venue publishes a printed programme of events, please write the number of copies that are printed.

#### Desired number of large venue boards:

Large venue boards are 1221 x 916mm corex signs that are printed with your venue number and can be affixed to outside of your venue. You will be provided with one large venue board free of charge and can buy extra ones for £30 each. Please specify how many large boards you would like in total, including your free one.

#### Desired number of small venue boards:

Small venue boards are 742 x 482mm corex signs that are printed with your venue number and can be affixed to outside of your venue. These help people to easily identify your venue. Small venue boards cost £15 each.

#### Desired number of venue maps:

The Fringe prints an official map of all venues which you can give away to audience members in your venue. These are pocket-sized, fold-out maps that are taken away and help audience members navigate through the city. They are also useful to members of your staff when helping to explain directions to customers in your venue. There is no charge for these.

#### Desired number of lanyards:

We can supply Fringe-branded lanyards for venue staff to attach their passes to. These are neck ribbons, with an empty plastic pouch to display any passes you staff/companies might have. They cost £1 each.

Venue boards, maps and lanyards can all be delivered to your venue.

#### Other marketing support or information for your venue:

Please indicate if you offer any other support.

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## Box Office and Public Information

### **Box Office Contact:**

This is the person we will contact regarding any box office issues. If your venue does not have a Box Office, then you do not need to specify a contact.

### **Box office telephone number:**

If provided, the venue's box office telephone number will appear in the printed programme and online. This number will be displayed alongside the programme entries for each of the shows held at your venue, so it is important to ensure that the number provided applies to all shows appearing at your venue. If this field is left blank, the main Fringe Box Office contact number will be displayed.

### **Venue runs own box office:**

If your venue has its own box office (so it sells tickets to the public direct from the venue) then please tick this box.

### **Opening hours (during festival):**

This information is printed in the Fringe Programme and refers to the opening hours of your venue's box office during the festival. If tickets are sold on the door before the show you can add this information here. If you do not run a box office or your shows are free, leave this space blank.

### **Box office staff:**

If your venue has dedicated box office staff whose sole job it is to sell tickets for shows then please tick here.

### **Accepts credit/debit cards:**

If the public are able to pay for tickets purchased from your box office using a credit or debit card, please tick this box.

### **Computerised box office:**

If your box office runs a computerised box office system, please tick here.

### **Linked with Fringe Box Office:**

If your box office links directly with the Fringe Box Office using VIA software, please tick here.

### **Phone Sales:**

If the public can buy tickets over the telephone then please tick this box.

### **Ticket Printing:**

If your box office can print its own tickets directly from the sales system, please tick here.

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#### Online Venue Ticket sales:

If you sell tickets online through a venue website, or another online ticketing system such as EventBrite, then please tick this box.

#### Further Box Office Information:

If you tick yes, a box will appear for any other information that you feel is relevant.

#### Admin Opening Hours (during festival):

The hours office staff will be available during August.

#### Information Telephone Number:

You can add a number for general information (not box office) here and it will be included in the printed programme and online. This might be useful if you are listing the Fringe Box Office phone number for people buying tickets or it is a non-ticketed show but you still want the public to be able to contact you. If your information number is the same as your box office number, please leave this section blank.

### Venue Facilities

#### Front of House staff:

If your venue employs front of house staff at performance times (for example, checking audience tickets, serving drinks, helping audience members to find their seat and looking after them while they are on the premises) then please tick this box.

#### Technical staff:

If your venue employs staff to assist with the technical aspects of a performance such as lighting/sound/electricians then please tick this box.

#### Bar:

If your venue has a bar which sells alcoholic and soft drinks to audience members then please tick here.

#### Café or catering:

If your venue serves food to audience members (over and above bar snacks such as crisps and nuts) then please tick this box.

#### Food and Drink description:

If your venue has food or beverages available to the public you can detail these facilities in 20 words or less. This information will be included in the printed programme and online with your venue entry.

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#### Additional venue facility details:

If there are any further venue facilities that you offer then please write these here.

#### Exhibition space:

If you have an area within your venue that can be used by groups to hold exhibitions then please tick this box.

#### Exhibition space description:

If you ticked the question above this one to indicate that your venue has exhibition space then please write the specifics of the exhibition space in this box.

**Please ensure you have saved this tab before you move on.**

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## Venue Access

### Access

We ask for access information for your venue and for each performance space within your venue (as this may be different). Access information will be included in show and venue listings, both in the printed programme and online.

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#### Access Contact Details:

Please give the details of the person who the Edinburgh Festival Fringe Society can contact regarding accessibility issues in your venue.

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#### Will staff at this venue have undergone access training before the start of the Fringe? **Appears in Programme**

Training is available to help venue staff in providing a good service to customers with access requirements. This can be arranged through the Fringe Society or through other service providers. Please let us know what level of formal training you will be providing for your staff.

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### General Venue Access

#### Is your venue wheelchair accessible across the whole site?

Yes  No  Partially

If partial, please add further details.

#### Is there level access or lift access to all areas of your venue?

Yes  No  Partially

If partial level/lift access please give further details.

Add or Edit your Contacts/People

#### Do you have an accessible WC? **Appears in Programme**

Please note: this refers to the venue rather than the performing space, so if there is one accessible toilet in the building, please tick the box.

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#### Will any shows in your venue offer communication support (eg, sign language or captioning)?

Please enter any further accessibility information you will be able to provide.

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#### Does the venue have reserved accessible parking? **Appears in Programme**

Please indicate if your venue has a car park with spaces reserved for people who have accessibility issues.

#### Is there on-street parking at your venue which can be used for free by a blue badge holder?

Please indicate if there is public parking near your venue that offers people who own a blue badge free parking.

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**Many disabled patrons may not be able to attend events without the help of a Personal Assistant.**

**Are you happy for the Box Office to issue complimentary tickets to Personal Assistants?**

Tickets for personal assistants are only available on request from our Box Office Access Department. Disabled patrons may not be able to attend events without the help of a Personal Assistant – best practice is to provide a complimentary ticket for the Personal Assistant in this instance and the Fringe Society recommends this policy.

If you do not provide information on this, our default policy will be to issue complimentary tickets on this basis.  
If you tick No you will then be asked to specify your policy on Personal Assistants.

**Does the venue have a textphone?**

A textphone is similar to a standard telephone but it also has a keyboard and display screen that lets the user type conversations. If you select Yes, you will be asked for the textphone number.

**Does the venue offer information in additional accessible formats (such as Braille, large print, on yellow paper)?**

If your venue provides information (for example programmes or leaflets) in any other formats that would help people with accessibility issues then please indicate here. If you say Yes to this question, you will then be asked to provide further details.

**Are assistance dogs allowed into all parts of the venue?**

Assistance dogs are specially trained to help people with disabilities. If there are any parts of your venue that assistance dogs can't go into, then please indicate here.

**If there is anything about the approach to your venue that you think it would be helpful for people to know (for example, at the top of a steep hill or stairs outside the venue) then please indicate here:**

Many people unfamiliar with Edinburgh, regardless of access requirements, find information about the outside approach to a venue to be very helpful. If you would like to include such information as whether the road is cobbled, if the main approach is quite steep, if there is a high kerb, etc. you can do so here.

**Hearing Loop**

**Does the venue have a hearing loop at the reception or box office?**

Hearing loops are an aid for people with hearing difficulties. They are a loop of cable that generates a magnetic field that can be picked up by hearing aids. You will have the opportunity to specify performance space details later in the process.

**What type of hearing loop is it?**

Please indicate which kind of hearing loop is installed in your venue.

**When was the hearing loop last tested?**

Please give the date (month and year) that the hearing loop was last tested.

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### Is the hearing loop well advertised with appropriate signage?

It's important that people with hearing difficulties are made aware that there is a hearing loop within your venue. Please let us know if your hearing loop is well advertised, including on signs in your venue.

### Babes in Arms

#### What is your policy on ticket prices and entry for babes in arms?

A babes in arms policy is offered by many venues and allows young children free entrance to shows. Please select the appropriate option, or click on Other to open a text box for further details.

- Children under 6 months do not require a ticket
- Children under 1 year do not require a ticket
- Children under 18 months do not require a ticket
- Children under 2 years do not require a ticket
- No ticket required if the child is sitting on an adult's knee
- All children, regardless of age, must have a ticket
- Other (details)

#### If there are any exceptions to your policy for babies and young children for any particular shows, then please write these here.

List any shows that have a different babes in arms policy to your usual venue policy (eg, a children's show at your venue might have its own policy distinct from other shows).

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## Venue Image

Please upload your image for the venue guide at the back of the printed programme.

Your venue image will appear in the Venue Guide section of the printed Fringe programme and will be sized at 29mm by 29mm. People may refer to your venue image when finding your venue for the first time so please make sure that your venue image is as representative as possible.

If you don't want to include an image with your venue listing then you don't need to do anything on this page.

The venue image that you are going to use needs to be saved somewhere on your computer. Click **Upload New Image**, then click **Select** to navigate to the image on your computer. Once you have selected the correct image file, press **Upload**.

If the image that you upload has the wrong dimensions then a red warning message will appear at the top of the page telling you what needs to be changed. Please repeat the process of uploading a new photo with suitable dimensions.

The image must be minimum 343x343 pixels (square) at 300dpi, RGB or CMYK. JPEGs are recommended. RGB images will be converted to CMYK, so the printed image may differ slightly from the one uploaded if you upload an RGB image.

If you wish to change your image, simply repeat the steps above. You do not have to delete your image before you replace it.

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## Spaces

Spaces are the separate performance areas within your venue. Every venue must have at least one space. Click on the Spaces tab to edit or create performance spaces in your venue.

Click **Create a Space** on the right hand side of the page.

You will be asked to enter a space name and the following information.

### Space Details

\*an asterisk indicates a required field.

#### **Space Details**

##### **\*Space Name:**

Please check and amend as necessary. **Please note:** this field will be included in the printed programme.

##### **\*Audience Capacity:**

The maximum number of people the space can hold. This field is locked once the venue is registered. Please contact programme@edfringe.com if you need to change it.

##### **General Description:**

This is a general description of the performance space.

##### **Space Image:**

**Optional** – this image will only be used as an avatar in edfringeware and will not appear anywhere else.

### Technical Details

This section contains a series of text boxes for you to provide further information.

##### **Performance Space type (e.g. black box, cabaret, etc.):**

Please give details regarding the type of performance space.

##### **Stage Width (in metres):**

Please enter the full width of the stage in metres.

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**Stage Depth (in metres):**

Please enter the full depth of the stage in metres.

**Stage Height (in metres):**

Please enter the height from the stage to the lighting rig in metres.

**Stage Type:**

Please enter the type of stage that the theatre has (eg, thrust, traverse).

**Lighting facility details:**

Please write the number and type of lights that this space has, plus any further relevant details about the lighting facilities.

**Sound facility details:**

Please write the audio facilities that this space has, including the type of sound system the space uses and any further relevant details about the sound facilities.

**Storage space details:**

Groups using the space may need somewhere to keep items such as costumes, props and packing boxes. Please detail the storage space on offer for this space.

**Dressing Room space details:**

The dressing space is a backstage area where the performers get ready before the performance. Please write the dressing space details for this space, including how big the dressing space is and the bathroom facilities for performers, plus any other relevant information about the dressing space.

Under the Files tab on the right hand side of the menu bar you also have the option of uploading any documents you feel may be helpful (such as technical specifications, plans, etc.)

**Please ensure you save this tab before you navigate to the Files tab.**

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## Hire Details

### What types of hire deals would you like to offer?

Please indicate your proposed financial model for companies. You can select as many options as are relevant for your venue.

- ◎ Box office split – All tickets income (minus any deductions) are split (eg, 60% to the company or performer and 40% to the venue).
- ◎ Box office split with guarantee – There is a minimum amount that the company or performer will need to pay for the venue space, but the final charge is based on a split of ticket income.
- ◎ Free – No charge for the venue space.
- ◎ Negotiable – You are willing to negotiate different models and charges.
- ◎ Straight Hire – The company or performer pay a fixed amount for the venue space and it is not dependent on box office income which the company or performer keeps.
- ◎ Other Deal Types – Please give details of other deal types you offer.

For more information about deal types, please see *The Fringe Guide to Doing a Show*.

### Indicative Charges and Charge Details:

How much does it cost for a group to hire this space? Please give rough details of hire charges and how they are worked out.

### Additional Charges?

Are there any additional charges that a group hiring this space should be aware of, including marketing charges, technical fees, staffing etc.

### What is the usual length of one slot?

Please write, in hours and minutes, the usual length of the time period that you offer to groups using this space or say if it is flexible. Please also indicate whether the slot time includes get-in and get-out time or is the performance running time.

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## Access Details

These access details relate to the performance space, rather than the venue as a whole.

### Hearing Loop

#### Does the Performance Space have a hearing loop?

Hearing loops are an aid for people with hearing difficulties. They are a loop of cable that generates a magnetic field that can be picked up by hearing aids. If you have a hearing loop installed at your venue please click Yes. Please note: this question refers strictly to this performance space. If you have a hearing loop, for example, in your box office, please see p22. If you click Yes, you will be asked the following three questions about the hearing loop:

**What type of hearing loop is it?**

**When was the hearing loop last tested?**

**Is the hearing loop well advertised with appropriate signage?**

### Access

**Is this space fully wheelchair accessible for audience members?**

**Is there level access or lift access to this space? Appears in Programme**

**(If yes above) please describe the approach to this space, including how many steps there are in the primary route.**

**(If yes above) does the wheelchair route to the space have any lifts, chair or standard?**

If Yes, then please provide further details.

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**What type of seating does the performance space have?**

- Level, unfixed
- Level, fixed
- Raked, unfixed
- Raked, fixed
- Standing only
- Mixed
- Promenade
- Other

Please contact participants@edfringe.com if you need any help or advice. If you select Other, then a text box will appear asking you for seating type details.

**How many wheelchair accessible spaces does the performance space have? ie, what is the maximum number of wheelchair users that could simultaneously attend a performance in this space?**

Please enter details in the box provided.

**Is the space wheelchair accessible for a performer?**

**Does the performance space have an accessible WC?**

This only refers to the performance space, not the venue as a whole.

**Are there any steps that lead to the performance space's WC?**

If yes, then you will be asked to provide the total number of steps.

**Please add here any further accessibility information you would like to provide for this space.**

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## Access Ticketing

This section is for access ticketing for the performance space, and is not necessarily applicable across the venue.

**In order to provide a more efficient booking service, would you be happy to allocate the Fringe Box Office half of the performance space's wheelchair spaces for all shows?**

If you have any questions, please get in touch with our Box Office Managers on [boxofficemanagers@edfringe.com](mailto:boxofficemanagers@edfringe.com)

**If a wheelchair user has purchased a ticket for a performance in this space, how many seats in total must be removed from the venue to create adequate space for the customer?**

Please enter details in the space provided.

**Please ensure you have saved this tab before you move on.**

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## Files

Please upload any photos or plans you have for this space. This will be available for potential participants to view in the online venue search.

This section allows you to upload files including plans and photos to give more information about your space to participants using the online venue search on edfringe.com. Formats that can be uploaded include .jpg .gif .pdf and .doc – you can upload a maximum of five files. Files can be deleted and replaced as necessary.

- Click **Browse** to select the document from your computer
- Click **Upload**
- If you receive the message 'The file is not of a supported type' then you are trying to upload a file that is not compatible with edfringeware. Please use a different file format.

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## Enabling, Disabling and Advertising a Performance Space

### Submit a Performance Space

Once you have finished creating your performance space, click **Submit** at the top right hand side of the page.

You will be asked to confirm, click **Yes**, and your performance space will be created. At this point it will be marked as enabled and submitted. It will not appear in the drop down list of venues until a member of staff from the Edinburgh Festival Fringe Society has approved it.

After your performance space details have been checked and approved by a member of the Venues and Companies team, Approved will appear under the performance space name.

Once a space is enabled and approved, other participants will be able to list shows in the performance space. If the space is disabled, then all the space details are saved in your account but no one else will be able to see or select your performance space when registering a show. If the space is submitted, it is waiting approval from the Edinburgh Festival Fringe Society, and should shortly be approved.

### Advertise Space

The performance space in this example has been enabled by the Venue Administrator, approved by the Edinburgh Festival Fringe Society and can be selected by other edfringeware users during show registration. It is not being advertised on edfringe.com to performers and companies looking for a venue to perform in. To advertise the space on edfringe.com, click the Advertise button. This button does not appear for spaces that are already being advertised on edfringe.com.

If you would like your performance space to be advertised to other participants, please click **Advertise** in the top right hand corner of the page. To stop advertising the performance space, click **Stop Advertising**.

### Enable/Disable Performance Space

Once a space has been created, it can be either enabled or disabled by the Venue or Organisation Administrator by clicking **Enable/Disable** underneath the performance space name at the top of the page. If there are shows registered in a performance space, then that space cannot be disabled until the shows have been moved to another performance space, in this case there will be text at the top of the page which reads: 'This space can't be disabled because it is associated with an upcoming show'.

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# Add or Edit your Contacts/People

You can give administrator or read-only permissions to other edfringeware users. Edfringeware has three categories of permissions for show, venue and organisation.

- Organisation Administrator (there is no Organisation Read-only level)
- Show Administrator / Show Read-only
- Venue Administrator / Venue Read-only

A user with venue administrator rights will be able to amend venue information, payout information options, enable or disable performance spaces and register shows. Venue Read-only contacts will only be able to view venue information and basic organisation contact details. Venue Read-only contacts will not be able to view bank details.

The people entered as contacts in these sections are not automatically given any editing rights. If you want your contacts to be able to edit your organisation, venue or show details, they will need to register as an edfringeware user and be added as a Organisation, Venue or Show Administrator.

## Organisation, Show and Venue Administrators

Contacts that are invited from an organisation level will be given administrator rights. To grant read-only rights, contacts should be invited from the show/venue level (see below). The primary contact for an organisation will automatically have Organisation Administrator rights. Organisation Administrators are able to assign, change or delete the permission levels of contacts.

### Organisation Administrator can create:

- Organisation Administrator
- Venue Administrator
- Show Administrator

### Venue Administrator can create:

- Venue Read-only

### Show Administrator can create:

- Show Read-only

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# Invite a Contact as Administrator

From the Homepage:

- Click **My Organisations** from the menu on the left hand side of the screen
- Select the organisation you want to invite a contact to
- Click the **People** tab
- Click **Invite a Contact**

A pop up box will appear giving the option to invite an existing edfringeware user, or add the contact details of a user to invite. If the person you are inviting is a edfringeware user who has opted into the search function, just start typing their name into the field provided and choose the correct contact from the list that appears. If they are not an existing edfringeware user or have chosen not to be included in edfringeware searches, click or add contact details of a user to invite and fill in the their first and last name and email address. New users will be asked to register as an edfringeware user. The next time they log in to their edfringeware account they will be able to edit information you have shared with them.

If you invite a contact at the organisation level, you will be asked to select administrator type:

- Organisation Administrator
- Show Administrator
- Venue Administrator

To register a venue you need to be an organisation administrator.

## Venue Contacts (Read-only)

Venue staff can be given venue read-only permissions that will enable them to view all venue information, including access, technical and box office information.

To add a venue contact as read-only:

- Click **My Organisations**
- Select venue's organisation
- Click **Venues** tab
- Click on the Venue Name
- Click **People**
- Click **Invite a contact**. A box should appear for contact details, a subject line and a message field.
- Complete Invite a contact box and click **Send**

This will send a venue read-only invite to the person selected. To accept the invitation, simply click on the link in the email, Accept or reject association.

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## Show Contacts (Read-Only)

Show contacts can be added in two ways.

If you want to add a show contact to multiple shows (read-only):

- Click [My Organisations](#)
- Select organisation
- Click the [Shows](#) tab
- Click the [Actions](#) button on the right of the screen
- Select [Invite user to shows](#) from the drop down list
- A new screen will open, asking you to complete the contact details, add a subject line and a message.
- Tick the shows you wish to invite the contact to, and click [Invite](#).

If you want to add a show contact to a single show (read-only):

- Click [My Organisations](#)
- Select organisation
- Click the [Shows](#) tab
- Select show
- Select the [People](#) tab
- Click [Invite a contact](#) and complete the details as required

The contact will be added as show read-only.

To add a Show Administrator, you must first be an Organisation Administrator for the show. Invite the user as a contact from the organisation level, and select [Show Administrator](#) on the invite.

If you need to make any changes, select the People tab in your organisation. Click [Edit Privileges](#) next to the contact name and choose from Show Administrator, Venue Administrator or Organisation Administrator.

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## Summary of Permissions, Roles and Privileges

	Permissions		Organisation		Venue		Show	
	Edit	View	Edit	View	Edit	View	Edit	View
Organisation Admin	X	X	X	X	X	X		
Venue Admin		X	X	X				X
Venue Read-only		X		X				
Show Admin		X		X	X	X		
Show Read-only		X						X

Only Organisation Administrators will be able to view Box Office payout bank account information.  
No other users have access to these details.

### Organisation Administrator:

- view and edit all organisation, show and venue information
- view and edit organisation bank account details
- register shows or venues under that organisation
- approve show proofs
- give organisation, show and venue admin or read-only rights to other users
- remove contacts from an organisation, including other Organisation Administrators.

As organisation administrators have the highest level of permissions, please make sure you are careful who these are assigned to.

### Venue Administrator (recommended for venue manager/venue staff):

- view and edit venue information
- view organisation information
- give other users Venue Read-only permission.

### Venue Read-only (recommended for venue staff who need to see venue/space details):

- view venue information
- view organisation information (not payment details)

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**Show Administrator (recommended for show contacts to update information and sign off proofs as well as staff who need to edit show details or add contacts):**

- view and edit show information
- view venue information
- view organisation information (not payment details)
- register shows
- approve a show proof
- give other users Show Read-only permission.

**Show Read-only (recommended for people you wish to share show information with, but not editing rights):**

- view show information
- view organisation information (not payment details)

### Edit or delete a contact

Only an Organisation Administrator can change a contact's privileges.

Select the organisation the person is associated with. If they are a Venue Administrator, this will be the organisation that registered the venue. If they are a Show Administrator, this will be the organisation that registered the show, etc.

- Click the **People** tab
- Edit Privileges should appear to the right of the contact's name
- Click **Edit Privileges**
- Tick/untick administrator privileges

### Remove a Contact

To the right of their name there will be an **X** in a red box. Click here, and you will be asked to confirm if you would like to remove the user. Click **Ok** to confirm. The contact will not be removed from edfringeware, but they will be disassociated from your venue.

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## View Shows in My Spaces

If you have registered a venue then the Shows in My Spaces option will appear in the menu on the left hand side of the page.

- Click **Shows in My Spaces** from the menu on the left hand side of the page. A list of shows in your venue(s) will be displayed. The show name, venue/space, status and datelines will be listed.
- Click **View Datelines** and the dateline will be displayed underneath the show.
- View Datelines becomes available as soon as a show is attached to one of your venues (even if unregistered) allowing you to check the dates, start times and duration. Ticketing information is not listed at this stage.

## Shows with Read-only Access

Shows with Read-only access will only appear on the left hand side of the page if you have been invited to be a Read-only show contact. Click on the show name to view details.

Shows that you have registered and are an administrator for can be found under **My Organisations**. Click the organisation name and then the **Shows** tab to get a list of shows.

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# Venue Sign Off and Shows in My Spaces

Proofs need to be approved by both the show and the venue before they can be listed on edfringe.com for early on sale. Early on sale is the process that allows shows to sell tickets on edfringe.com before the full programme launch in June.

If you have registered shows in your venue on behalf of your participants, then you will need to give both show and the venue approval, as you will be both the Venue Administrator and the Show Administrator.

If participants have registered themselves, they will need to log in to edfringeware as a Show Administrator, view and approve the show proof(s) before the venue is able to sign off.

## View Proof

Proofs are available to be checked once the show registration has been edited and proofed by the Fringe Programme team. Once the show moves to the stage **Show Approval in Progress**, a proof will be ready for signing off. Click the show name. The **View Show Proof** button will appear at the top of the page, on the right hand side of the show name.

Click the **View Show Proof** button and the proof will open in a new browser window.

You can choose to approve the proof (see Approve Proofs below) or click **To return to show details, click here** in the blue box at the top of the page, which will close the new window and return you to the show page.

If you are a Show Administrator you will be able to click on the show name and make changes.

## Approve Proofs

### Company Approval

Once the show has reached Show Approval in Progress, a **View Show Proof** button will appear in the top right of the page, underneath your username. To approve a show, first click **View Show Proof**.

If you are signing off on behalf of the show, at the top of the proof you will see the option:

**Company Approval – The Fringe Society has marked your show as complete. If no further changes are required and you would like your show to go on sale through edfringe.com before the full programme launch, please click this button. We will then contact your venue for their approval. If you do not wish your show to go on sale early, you do not have to do anything. If you need to make more changes please do so and the programme team will check those changes and make another proof available to you.**

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Click **Company Approval** if the show is ready to go on sale and there will be no further changes to the show information or description. You should receive the message **Show has been approved by show admin** and be given the option of returning to your show registration.

## Venue Approval

If you are responsible for managing a venue, you will also need to give venue approval.

At the top of the proof you will see the option:

**Venue Approval - The Company has indicated that they wish their show(s) to go on sale through edfringe.com before the full programme launch. Please click this button to approve for early sale.**

Click **Venue Approval** if the show is ready to go on sale.

If a show has already been approved by either the show or venue, this information will be listed at the top of the proof. Please see list of dates for show and venue sign off deadlines.

**If you haven't registered any shows, but manage the venue:**

- Click **Shows in My Spaces** from the menu on the left hand side of the screen
- The list of shows registered in your venue(s) will appear
- You can filter by Show Status and Venue/Space using the options at the top of the screen
- A **View Show Proof** option will appear after **View Datelines** if the show is waiting for approval venue approval
- Click **View Show Proof** and a proof will open in a new window
- If you are ready to sign off the the show click **Venue Approval** at the top of the proof.

**If you have registered multiple shows and also manage the venue:**

- Click **Shows in My Spaces** from the menu on the left hand side of the screen.
- The list of shows registered at your venue(s) will appear.
- You can filter the Show Status and Venue/Space using the options at the top of the screen.
- A **View Show Proof** option will appear after **View Datelines** if the show is waiting for approval.
- Click **View Show Proof** and a proof will open in a new window.
- As you registered the show, you will need to click Show Approval and **Venue Approval** at the top of the proof to sign it off.

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# Dates and Deadlines

## Registration and editing

**Registration discount deadline** 17:00 Wednesday 19 March 2014

**Registration closes** 17:00 Wednesday 09 April 2014

**Shows locked down for editing** 17:00 Monday 14 April – Sunday 21 April 2014

**Final proofs ready from** Monday 21 April 2014

**Final changes** 17:00 Wednesday 30 April 2014

Registration for the printed programme closes on Wednesday 09 April. Shows must have been paid for and submitted to the Fringe Society by this point. Show registrations must be complete, including ticketing information as well as finalised show and web copy, when submitted. Shows not registered by 09 April will not be included in the printed Programme.

## Early On Sale Deadlines

Early on sale is an option for shows ready to be listed on edfringe.com and start selling tickets before the printed programme launch.

Show Sign Off	Venue Sign Off	On Sale
Wednesday 22 January	Monday 27 January	Thursday 06 February
Wednesday 26 February	Monday 03 March	Thursday 13 March
Wednesday 26 March	Monday 31 March	Thursday 10 April
Wednesday 30 April	Monday 05 May (bank holiday)	Tuesday 13 May

## Printed programme launch date:

Thursday 05 June

All shows not signed off for early on sale will be listed on edfringe.com from the 05 June 2014.

## Advertising Deadlines

Discounted (early bird) deadline Wednesday 05 February

Standard price deadline Monday 14 April

Artwork deadline Wednesday 23 April

Please email advertising@edfringe.com if you have any queries regarding adverts.

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# Frequently asked questions

## How do I find out my venue number?

Your venue number will be assigned by the Edinburgh Festival Fringe Society when your venue is approved.

## What is the venue map?

The venue map refers to the online interactive map that lists all venues ([www.edfringe.com/venues](http://www.edfringe.com/venues)) as well as printed copies available at the back of the Fringe programme and fold out maps available from mid July at the Fringe Shop and Box Office and from venues around Edinburgh.

## Are there any restrictions on what/where can be a venue?

Not really – it can be a performance space, meeting point or outdoor location, but it must fall within the EH post code area. Please feel free to contact [venues@edfringe.com](mailto:venues@edfringe.com) if you would like further advice.

## I need to change one of the venue's registered contacts email addresses?

Please email [programme@edfringe.com](mailto:programme@edfringe.com).

## Participants can't see my venue(s) or performance space(s) when they register their shows – what do I need to do?

Please make sure you have submitted the performance space to the Edinburgh Festival Fringe Society for approval.

## What is the Fringe's commission on ticket sales?

The Fringe takes 4% (plus VAT) from the sale of every ticket sold through its Box Office. Every ticketed show must allocate a minimum of 25% of its tickets to the Fringe Box Office. You will set the number of tickets you wish to offer for sale through the Fringe Box Office on the Payout and Fringe Allocation page in the Show section. There is no surcharge applied to free shows (ticketed or otherwise).

## When will the payout be issued?

The transfer of funds is processed no later than the end of September following a given festival.

## Why do you ask for access information twice?

Access information is gathered concerning access to the venue, and access to the performance space as this may well be different. Please give as much detail as possible regarding performance space access to assist audience members.

## How much does it cost to register a venue?

Venue registration is free of charge. Any shows or events you register within your venue will be subject to the usual registration fees.

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# Terms and Conditions

## The Edinburgh Festival Fringe Society agrees to:

- Recognise venues as key stakeholders in the Edinburgh Festival Fringe
- Make details of venues and spaces available to potential participants if required
- Include registered venues which are hosting registered shows in printed and online listings publications produced or co-ordinated by the Society
- Assign a unique number to registered venues hosting registered shows, for use for the current festival season
- Provide materials to signpost the location of registered venue sites
- Provide box office settlements with full sales reports within 30 days of the end of the Fringe
- Assist in mediation with landlords and with participants when asked
- Provide regular updates of Society activities, and opportunities for feedback and debate
- Inform registered venues of relevant corporate sponsorship activities
- Share research and data about the festival and customers, within data protection regulations
- Give suitable advance notice of any fees and major deadlines for registration, advertising and payment, in most cases of at least 6 weeks
- Operate in a fair and impartial way

## Registered venues agree to

- Keep their registered information up-to-date and provide requested copy, artwork and data by the agreed deadlines
- Meet payment deadlines for advertising and registration
- Permit the Society to contact their performing companies directly, so that the Society can provide information to all participants
- Include information about the Society's services in their communications to performing companies
- Liaise with the Society regarding media and arts industry activities
- Keep the Society informed of any major issues with landlords or participants which may impact on the festival as a whole, and of any major issues which may prevent performing companies from presenting their work or receiving their settlements
- Provide the Society with a copy of their standard hire contract, terms and conditions

This agreement is intended to work in tandem with the AIVP/Edinburgh Festival Fringe Society Best Practice Code for Fringe Venues. Both the Edinburgh Festival Fringe Society and the registered venues agree to work together on the areas outlined in the Code with the aim of improving the Fringe experience for everyone.

**In the event that a registered venue is in serious and substantial breach of the terms of this**

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## agreement or the Best Practice Code, the Society reserves the right to:

- Contact the participants performing at the venue to inform them of potential problems and outline the support the Society can offer
- Inform authorities such as the Council or Police about issues which fall within their remit
- Refuse the venue operator permission to register in subsequent years, and advise performing companies not to use them should they operate without registering

The Society will give the registered venue reasonable notice before carrying out of the above actions, to provide an opportunity for the issues to be resolved.

The Edinburgh Festival Fringe Guide to Registering and Managing a Venue

Produced by the Edinburgh Festival Fringe Society, Ltd

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