

## SEATING/USHER INFORMATION

### Auburn Performing Arts Center (APAC)

**(CLIENT COPY: PLEASE DISTRIBUTE TO ALL YOUR VOLUNTEER USHERS IN ADVANCE OF EVENT)**

To ensure an enjoyable, safe, and well-managed event, it is very important that you read and have your staff and volunteers closely adhere to all points of this document. Please make a copy, initial, and return original to Theatre Director. (This information will also be reviewed in detail at production meetings.)

1. **A minimum of 4 volunteer ushers** are required for every event. **6-8+ ushers are required if you are selling seats in the balcony.**
  - **Please determine usher assignments in advance** for: Programs, ticket-takers, front door person to direct traffic, etc. (Please assign *able-bodied ushers* to show/assist patrons up/down steps to their seats.)
  - Please provide your ushers with **name badges, flash lights, seating charts, etc.**
2. The client's assigned '**lobby contact or head usher**' should watch for PAC House Supervisor(s) to arrive to the theatre office in the lobby **1 hour before show time.** Our supervisor(s) will get their radio and name badge, and then take your ushers into the theatre (*or another area*) for an **orientation.**
3. Our PAC House Supervisor(s) are not responsible for taking tickets, passing out programs, or remaining at any given position during the event. They must be able to assess and oversee all lobby and front of house matters.
4. The client and their designated volunteer ushers (not PAC staff) are responsible for monitoring the '**No Flash Photography and/or No Video Taping**' policy for their own event(s).
5. **NO FOOD OR DRINK is ALLOWED IN THEATRE—** (Water bottles are ok.) Please instruct ushers to kindly ask patrons to finish their food/drinks, etc. in the lobby before entering.
6. **ROW O** is not indicated on the APAC seating chart. This area is just in front of mezzanines SECTIONS 3 & 5 and is primarily utilized as a **HANDICAPPED ROW—(Black chairs are available at client's request.)**
  - **Before opening these seats to the general public—All Handicapped patrons must FIRST** be accommodated in the (4) *dedicated disabled seats* in (Sections 1 and 2/Row M/Seats 1 and 19) — *OR—* in Row O \* **RULE: (1) HANDICAPPED PATRON PLUS (1) ATTENDANT\***
  - If your event is festival (open) seating, then you should **provide reserved seat signs** for these chairs (or just remove chairs.) This will ensure there is ample seating for wheelchairs or any other disabled patrons first.
  - If a patron needs to **exchange a ticket for Row O** seating, they should be directed back to your box office.
  - **There is not a specified or designated number of black chairs** set out in Row O, so it is advised that you **do not advertise/sell this row in advance.**
  - **Patrons with walkers/scooters, etc., should never be allowed to use the stairs.**
  - Mobile patrons who may appear to have trouble walking and/or negotiating stairs (*main level and balcony*) should be accommodated in Row O or another designated seating on main level. **NO DISABLED SEATING IN BALCONY.**
  - Walkers, strollers, etc. can be stored on far outside walls of house— or in the lobby.

7. **After orientation by our House Supervisor(s)**, your ushers should then go directly to their assigned positions. Our House Supervisor(s) will be on radio with the backstage lead tech, who will let them know when the backstage crew is ready to open the house. Therefore, **volunteer ushers should never open the house and allow patrons into the theatre until they are instructed to do so by the PAC House Supervisor.**
8. Client should inform PAC House Supervisor(s) and your ushers how they want to accommodate **late comers**—(*seat them in balcony, mezzanines, etc.*) Ushers should **remain at their posts** at the **beginning and end of intermission to monitor for no food/drink.** During the performance, ushers should sit within close proximity of the doors to assist and/or escort people in/out if needed.
9. **IN CASE OF EMERGENCY** the PAC staff will instruct patrons how to exit the theatre. Your volunteer ushers should then assist with an orderly evacuation by remaining calm and moving the crowd out and away from the ***PAC into the main parking lot on 4th Street NE.***
10. **ANY ACCIDENTS/INCIDENTS must be reported to our House Supervisor (or Lead Technician)** as there is paperwork the Auburn School District requires.

- **CALL 911 IN CASE OF EMERGENCY** (*from a House Phone, dial 9-911*)

11. Any help with **picking up left-over programs, personal items, or larger items of trash** in the theatre or other rented areas after the event would be appreciated—(*and may help keep your custodial costs down!*)

12/10/21 kld

**THANK YOU AND HAVE A GREAT SHOW!**

**Please initial & date here:** \_\_\_\_\_ / \_\_\_\_\_