

SEATING/USHER INFORMATION

Auburn Riverside Theatre (ART)

Theatre @ Auburn Mountainview (TAM)

(CLIENT COPY: PLEASE DISTRIBUTE TO 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 pre-production meetings.)

1. **A minimum of 1-2 volunteer ushers from your group** are required for every event.
 - **Please determine usher assignments in advance** for: Programs, ticket takers, front door person to direct traffic, etc.
 - Please provide your ushers with **name badges, flash lights, seating charts**, etc.
2. The client's assigned '**lobby contact and/or head usher**' should watch for our **Staff House Manager (HM)** to arrive **1 hour before show time**. Our HM will get their radio and name badge and then do an **orientation** with your volunteer(s).
3. **After orientation by our HM**, your usher(s) should then go directly to their assigned positions. HM(s) will be on radio with the back stage lead technician, who will let them know when the backstage crew is ready to open the house.
4. **Volunteer ushers should never open the house and allow patrons into the theatre until they are instructed to do so by our Staff/House Manager.**
5. **Our House Managers 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.
6. The client and their designated volunteer ushers (not Theatre staff) are responsible for monitoring the '**No Flash Photography and/or No Video Taping**' policy for their own event(s).
7. **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.
8. **Before opening HANDICAPPED SEATING AREAS to the general public—All disabled patrons must FIRST be accommodated in the dedicated disabled seating areas in the back of the house.**
 - **RULE: (1) HANDICAPPED PATRON PLUS (1) ATTENDANT***
 - If your event is festival (open) seating, then you should **provide reserved seat signs** for the chairs in our designated H/C seating areas... (or just remove chairs.) This will ensure there is ample seating for wheelchairs, walkers, or scooters first.
 - It is advised that you **do not advertise/sell Handicapped seating areas in advance**.
 - Walkers, strollers, etc. should be stored in the lobby and monitored by your usher(s).
9. Client should inform our Staff House Manager and your ushers how they want to accommodate **LATE COMERS.**)

10. 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.
11. **IN CASE OF EMERGENCY** the Theatre staff will instruct patrons how to exit the theatre. Your volunteer usher(s) should then assist with an orderly evacuation by remaining calm and moving the crowd out and away from the Theatre/building.
12. **ANY ACCIDENTS/INCIDENTS must be reported to our House Manager (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)*
13. 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!)*

THANK YOU AND HAVE A GREAT SHOW!

Please initial & date here: _____ / _____

(kld 12-10-21)