



FRONT OF HOUSE VOLUNTEER GUIDELINES

August 2024

INTRODUCTION

Thank you very much for being a Volunteer at Theatre Royal Nelson.

Please read this document carefully.

Front of House [FOH] and Back of House [BOH] staff are an integral part of this facility. It is very important that we all understand and follow our hospitality and health and safety policies, procedures and protocols.

We strive to ensure that each and every patron has a great experience and you are vitally important in this effort. For most patrons, the FOH staff and in particular ushers, are the face of the Theatre. You represent both the Theatre and those who have chosen to put shows on in the venue. Be courteous and friendly when dealing with our patrons who have chosen to spend their hard-earned money on coming to a show at the Theatre Royal.

Your hard work helps keep everything running smoothly, ensures that we provide excellent service to our users and that our patrons have the best possible experience.

Ngā mihi nui
Eliane Polack – Theatre Manager
Amanda Raine – Front of House Manager

CONTACT INFORMATION & BOX OFFICE HOURS

FOH/Box Office phone: 03 548 3840 ext 1

Box Office hours: Mon-Fri, 12-4pm and one hour before show start time

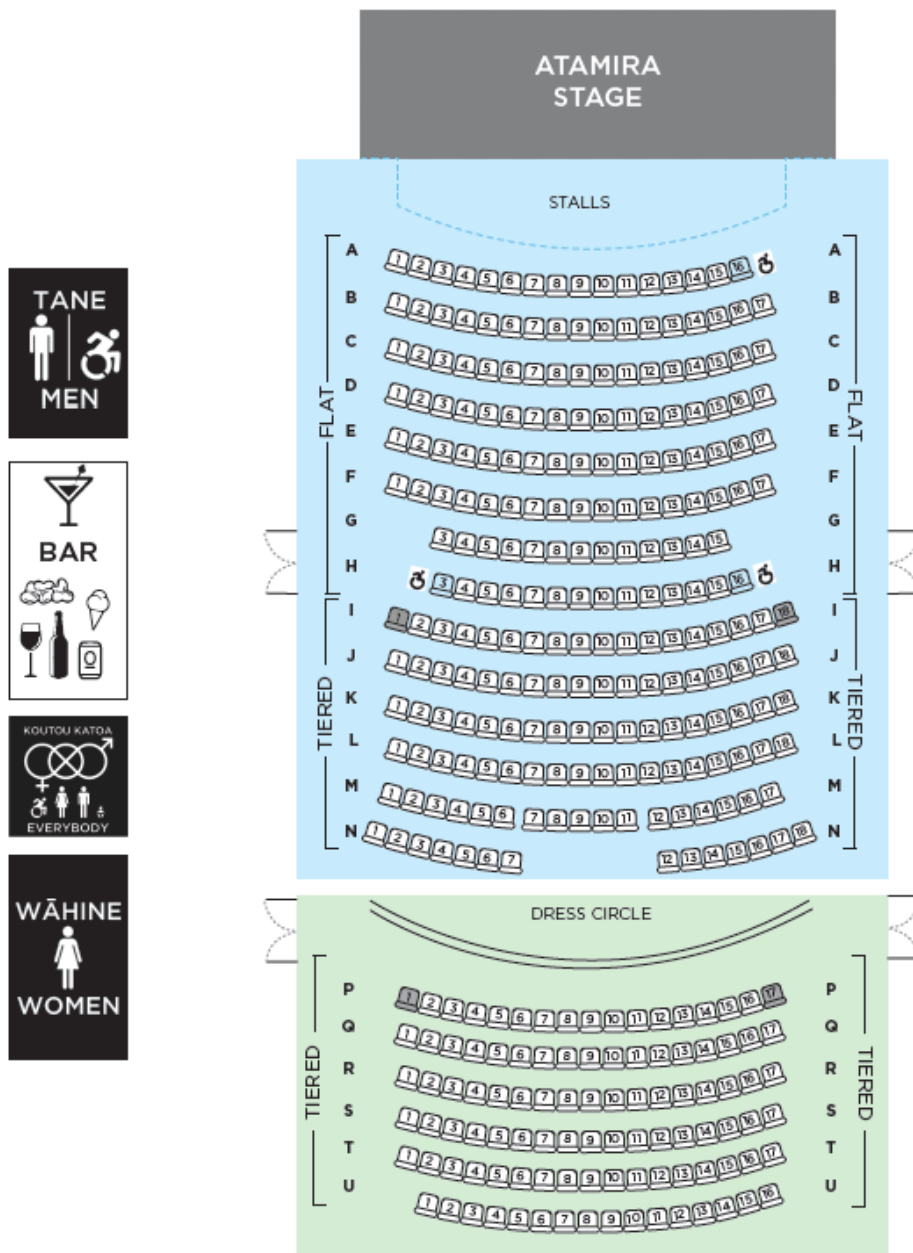
Usher contact email: frontofhouse@theatreroyalnelson.co.nz

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THEATRE ROYAL AUDITORIUM

Make sure you are familiar with all parts of the auditorium and the seating layout.



Stalls (downstairs)

- Rows A – H are on the flat
- Rows I – N are tiered
- Seats 1 – 9, enter through the main doors by the bar
- Seats 10 – 17/18, enter through the right-hand doors (as you enter from the street)

There is no Row O

Dress Circle (upstairs)

- Rows P – U, all tiered
- Pre-show, all patrons enter via the stairs on the bar side of the foyer
- Interval and post show, patrons may use the stairs on either side
- There is no lift
- Row V – House Seats, not on sale to the public

Ushers must know the position of:

- Entrances / exits
- Bathrooms
- Water fountain
- First aid kits – FOH office & Bar
- AED – Box Office
- Fire call buttons
- Cleaning equipment inc. Bio Bucket (bar)

Wheelchair positions

- A17 + A16 for a companion
- H2 + H3 for a companion
- H17 + H16 for a companion

Usher seats

Four theatre seats are reserved for ushers:

- I1 & I18 – Stalls
- P1 & P17 – Dress Circle

Additional black chairs are reserved for ushers at the back of the Stalls and Dress Circle.

Front of House Assembly Point

Advantage Tyre Solutions carpark beside the building

- exit and turn left

USHER RESPONSIBILITIES - SUMMARY

An usher's priority is the safety and positive experience of Theatre patrons.

Responsibilities vary depending on the position an usher is in, but in essence, an usher's job is to:

- welcome patrons into the Theatre
- provide information and answer questions
- check that people entering the auditorium have a valid ticket; sometimes this involves scanning tickets
- assist patrons if they need help, for example someone using a wheelchair
- monitor the behaviour of patrons
- help evacuate the building in the event of an emergency
- tidy the auditorium at the end of shows.

DETAILED USHER DUTIES: there's a detailed breakdown of usher duties on pages 6 & 7. Please read this carefully.

ROSTERING

The Usher Roster is done a month at a time, a month in advance.

The list of shows is emailed out approximately five weeks ahead of time.

- This is an easy-to-complete form on which you say 'yes' or 'no' to being available to usher.
- Ticking 'yes' that you can usher a show is not a guarantee that you will be rostered on.
- For a season (multiple performances of the same show), tick 'yes' for all the performances you're able to usher, with a note if you have preferences and/or only want to do one performance.
- Use the 'Additional Notes' field to supply any specific information or requests.
- To be considered, you must respond by the deadline which is always stated in the email.
- You must also have enough points. See below.

COMPLETED ROSTER is emailed to all ushers approximately one month in advance of the relevant shows.

- The roster is also available through the **Ushers page on the website**. Password: **encore123**
- Check it carefully to see when you've been rostered on and what the call time is.
- A printed copy of the roster is kept on the wall in the FOH office.
- You will be notified as soon as possible if a show is postponed or cancelled.

STANDBY USHERS

What with illnesses and life in general, 'standby' ushers are put on most shows.

- If you're on standby, you will be notified as soon possible if you're needed.
- If you don't hear anything, you are not required.

ROSTERED ON BUT UNABLE TO USHER

If you can't usher a show you've been rostered on, let us know ASAP so that we can find a replacement.

- Email: frontofhouse@theatroyalnelson.co.nz
- Text or call Amanda Raine: 022 310 2307

USHER POINTS SYSTEM

Since September 2020 we have operated an Usher Points System.

Some shows are 'earn points' shows, some are 'spend points' shows.

Earn Points Shows

- Shows that we anticipate it may be difficult to find enough ushers for.
- For example, a local show with a long season (lots of performances).

Spend Points Shows

- Shows that we know a lot of people will want to usher.
- For example, an international show doing only one or two performances.
- You must have enough points saved up to usher a 'spend points' show.

A show's points allocation is indicated on the schedule of upcoming shows with (+3) or (-2) after the title.

GENERAL INFORMATION, HOUSE RULES & THEATRE PROTOCOL

USHER TRAINING | EVACUATION DRILL

To ensure that everyone is familiar with current processes and Health & Safety guidelines:

- New ushers must attend a training course before they begin working on shows.
- Experienced ushers are required to attend a refresher session / evacuation drill each year.

WE EXPECT USHERS TO BE ABLE TO

- engage with patrons and theatre users in a friendly and confident manner
- assist less able patrons if required
- stand for at least 30 minutes
- cope with going up and down stairs, potentially quickly
- respond calmly and quickly in the event of an emergency

WE ALSO HOPE USHERS

- enjoy live performance, as the best perk of ushering is being able to see shows.
- care about ensuring that both patrons and performers have a positive experience at Theatre Royal Nelson.

DRESS CODE

- Tidy black clothes
- Black, quiet, comfortable shoes that cover and protect your toes and that you can stand in for a period of time.

CALL TIME

- This is when you must be at the Theatre, signed in and ready for the FOH briefing.
- The call time is listed on the roster. Check it carefully as call times vary.

PUNCTUALITY

- We expect ushers to be on time.
- If something happens to make you late, let the FOH Manager know.

SIGN IN / OUT

- When you arrive for a shift, sign in on the attendance form in the FOH office.
- This form is used to check that ushers are out safely in the event of an evacuation.
- Remember to sign out at the end of your shift.

FRONT OF HOUSE BRIEFING

Ushers must attend the briefing before each performance.

- This is when you learn about the performance:
 - Duration(s)
 - Whether or not there's an interval
 - Whether or not photography is allowed
 - Particulars such as strobe lighting, nudity, loudness, house lights up during show, audience plants...
 - If there's a programme, cost and selling instructions
- You'll be informed if there are wheelchair users booked in.
- Usher positions and duties will be allocated.

MUST HAVES

- Torch - please bring your own torch. If you don't have one, you may borrow a Theatre one.
- Usher Lanyard - these are behind the door to the FOH office.

PERSONAL BELONGINGS

- Leave your belongings in the FOH Office during your shift.
- Make sure your mobile phone is turned off or on silent.
- No personal devices are to be used while you are on duty. Leave them in the FOH Office.

AUDITORIUM ACCESS

- Ushers must not enter the auditorium before the 'house is open', unless instructed to do so by the FOH Manager.

LATECOMERS

- Patrons who arrive late will be seated at an appropriate opportunity during the show, usually between scenes, songs or during applause.
- Some performances have a strict lockout policy, with patrons not being able to enter until a specific point, or occasionally not until the interval. You will be told about this during the FOH briefing.
- If there's a lockout, patrons can watch the performance on the screen in the foyer.

PHONES, CAMERAS or RECORDING DEVICES

- The use of cameras, phones or other recording devices is generally not allowed during performances.
- Ushers should reinforce this message when greeting patrons or showing them to their seats.
- If you see someone taking pictures, recording a performance, sending text messages or talking on their phone, politely ask them to stop.
- If it isn't possible to reach the person, or they are ignoring you, note their location and inform the FOH Manager.
- Sometimes a show will allow photography. If this is the case, you will be informed during the FOH briefing.

TORCHES

- Use your torch mindfully.
- Keep it pointed at the floor.
- Be careful not to shine your torch into patrons' eyes.

AISLES

- Aisles must be kept clear at all times.
- Patrons must not sit or stand in the aisles during a show.
- Do your best to ensure bags and other personal items are kept on laps or under seats.
- Items such as walkers, push chairs and strollers must not be parked in aisles. They are to be left in the foyer in a place that does not impede egress in the event of an evacuation.

WHEELCHAIR SEATING

- There are three wheelchair positions in the stalls. Refer to the map for specific locations.
- Wheelchair seats can only be booked through the Theatre Royal Box Office.
- You will be told during the FOH briefing if any wheelchair users are expected.
- If the wheelchair positions have not been booked, they may be sold and a chair put in the space.

BOOSTER SEATS

- There are only six boosters available. Patrons are welcome to bring their own booster seats or cushions.
- Booster seats are distributed by Box Office staff.
- Patrons are expected to leave car keys or driver's licence as a deposit, to be collected after the show.

LISTEN EVERYWHERE SYSTEM

- This system helps people who have difficulty hearing.
- If you would like to know more about it, ask a FOH Manager or Eliane.

ANIMALS

- The only animals allowed into the Theatre are service animals.

THEATRE BAR

- The bar is open one hour before performances and during the interval.
- Patrons may take drinks and snacks purchased at the Theatre bar into the auditorium.
- Items purchased outside the Theatre are not permitted.
- For some shows the bar stays open during the show. If this is the case, the auditorium doors will usually stay open.
- By special arrangement, occasionally the bar will be open after a show, eg. for an opening night.

DOOR HAZARD

- The door into the FOH Office can pose a hazard for people inside. Please open it carefully.

FEEDBACK

- If you hear feedback about a patron's experience at the Theatre, please pass it on to the FOH Manager.
- If you deal with or receive any complaints, please refer them to or tell the FOH Manager.

USHER POSITIONS & DUTIES – IN DETAIL

FOYER USHER

PRE-PERFORMANCE

- Greet patrons, welcome them to the Theatre and show.
- Ask them to have their tickets ready.
 - Tickets on mobile phones may need to be enlarged so they can be read more easily.
- Direct people to the Box Office:
 - to purchase or pick up tickets
 - if they only have a receipt but no ticket(s)
 - to borrow a booster seat
- Inform patrons:
 - which door to go to for their seat
 - the location of the toilets, bar and water fountain
- Answer questions.

INTERVAL

- Be in the foyer to ensure patrons do not take drinks outside.
 - The Theatre's liquor licence does not extend beyond the building.
- Collect empty glasses and return them to the bar.

YOUR SEAT

- Is one of the black chairs at the back of the stalls, audience right.
- This is so you can quickly be in position in the event of having to assist evacuate the building.
- A hi-vis vest is under the seat.

AUDITORIUM DOOR USHERS

PRE-PERFORMANCE – BEFORE HOUSE OPENS

- Be by your door to ensure patrons do not enter the auditorium until the house is open.
- Do not enter the auditorium yourself, unless instructed to do so by the FOH Manager.

HOUSE OPEN

- Auditorium doors must not be opened until you're given permission to do so by the FOH Manager.
 - This is usually approximately 20 minutes before the start of the show.
 - Permission must come from the FOH Manager, not a member of the crew or production team.
- Listen for the 'house is open' announcement from the FOH Manager.
- Open and pin back the doors so patrons can enter.

CHECK TICKETS - See pages 8-9 for more information about tickets and examples

- Correct Show, Date, Time & Venue
- Patrons must have an actual ticket, either on their phone or printed. A receipt or screenshot is not acceptable.
- If anything is incorrect or there are queries, send the patron to the Box Office or speak to the FOH Manager.
- If relevant, remind people to turn their phones off and that taking photos and/or recording is not permitted.

SEATING PATRONS

- If seating is allocated, patrons must sit in the seats listed on their tickets.
 - If time allows, show patrons to their seats.
- If the show is GENERAL ADMISSION (GA), patrons can choose where they sit.
- For some shows, the seats are taken out in the flat section downstairs (stalls). If this happens, downstairs will be General Admission.

SHOW START

- Pay attention! The FOH Manager will signal from the doors near the bar.
- Only close the doors when you get the 'thumbs up' from the FOH Manager.
- When it's nearly time for the show to start, watch the doors by the bar for the signal to close the doors.

YOUR SEAT

- Either a 'reserved' seat in row I or P, or a black chair at the back of the stalls.

HI VIS VESTS – FOR USE DURING AN EVACUATION

- If seated in rows I or P, remove the vest from the pouch and put it on the floor under the seat.
 - Return it to the pouch at end of show.
- If seated in a black chair at the back of the stalls, there are vests under some of these chairs.

LATECOMERS

- The FOH Manager will admit latecomers when they're able to do so. Keep your torch handy to help show the way.

DURING SHOW

- Your first priority is the wellbeing of the patrons, not what is happening on stage.
- Be vigilant at all times. Monitor the audience, their wellbeing and behaviour.
- Pay attention to your door, open and close it as necessary.
- Keep your torch handy at all times.
- If a child exits and an adult does not accompany them, follow them out to check they're OK.

INTERVAL

- Only open the doors once the house lights are up.
 - wait for applause to finish.
- Peg doors back to allow easy flow of patrons.
- Interval duties – be vigilant and do the following if necessary:
 - collect empty glasses and return them to the bar
 - check general tidiness of the theatre and foyer
 - top up water glasses
- Be at your door ready to close it when given the 'thumbs up' by the FOH Manager.

SHOW FINISHED - EVERYONE

- Before opening the doors:
 - wait for applause to ease and house lights to come up
 - be aware if there's an encore
- When you're sure the show really has finished, open and peg back the doors.
- Assist any patrons who may need it.
- Hand out flyers for upcoming shows – Theatre Royal shows only.
- Thank patrons for coming and wish them a good day/evening.
- Close auditorium doors as soon as politely possible so that the crew can get to work.
- Pick up glasses, discarded programmes and rubbish
 - Return glasses to the bar
 - Put items in the relevant bins for recycling or landfill.
 - Gloves are available in the FOH office.
- Broken Glass – put into the 'broken glass' container in the bar
- Brush & shovel – lives in the photocopier room, door opposite entrance to FOH office
- Spillages – if it's not too bad, please clean up using the mop or paper towels from the bar. If it's a big one, tell the FOH Manager.
- Lost property – put on the front desk. Make a note of what, where & when found.
- Report any issues or incidents to the FOH Manager.

SHIFT FINISHED

- Return your Usher Lanyard and Torch if you've borrowed one.
- Collect your belongings
- Sign out

OTHER DUTIES

ICE CREAM SALES: If there's an interval, an usher will usually be asked to do cash ice cream sales.

EVACUATION: All ushers play an important role in the event of having to evacuate the Theatre. See page 12 for more detail.

SHOW PROGRAMMES: Ushers are sometimes asked to hand out or sell programmes.

ASSISTING IN THE BAR: Some ushers help out in the bar. If you have relevant experience or are interested in learning, please tell Amanda or Jasmine.

TICKETS

Checking tickets is one of the main usher duties.

Details to be checked are:

- Show
- Date
- Time
- Venue - it sounds silly, but patrons have been admitted to shows not at the Theatre Royal
- Type of ticket, ie. Adult, Under 19, Senior

The ticketing system we use at Theatre Royal Nelson is called **PatronBase**.

Patrons can buy tickets **online, over the phone or in person at the Box Office**.

- They can choose to have tickets emailed to them, or to collect printed ticket(s) from the Box Office.
- Emailed tickets may be printed on a home computer or shown on a phone.

DO NOT accept a receipt, a screenshot, or a ticket from any other ticketing company.

EMAILED TICKETS

The patron will receive a Sale Receipt (example below), with an attachment which is the TICKET(S).

DO NOT accept the SALE RECEIPT as a ticket.

Theatre Royal Nelson - Sale Receipt - Sale #40616


Hi Default,

Thanks for booking tickets with Theatre Royal Nelson, and we hope you enjoy the production.

Please keep this email for your records. You will need to quote the sale number above in any phone calls or communications with us. The details of your purchase are shown below.

Regards,
Theatre Royal Nelson
78 Rutherford Street
Nelson
GST 080-023-685

Cart Contents



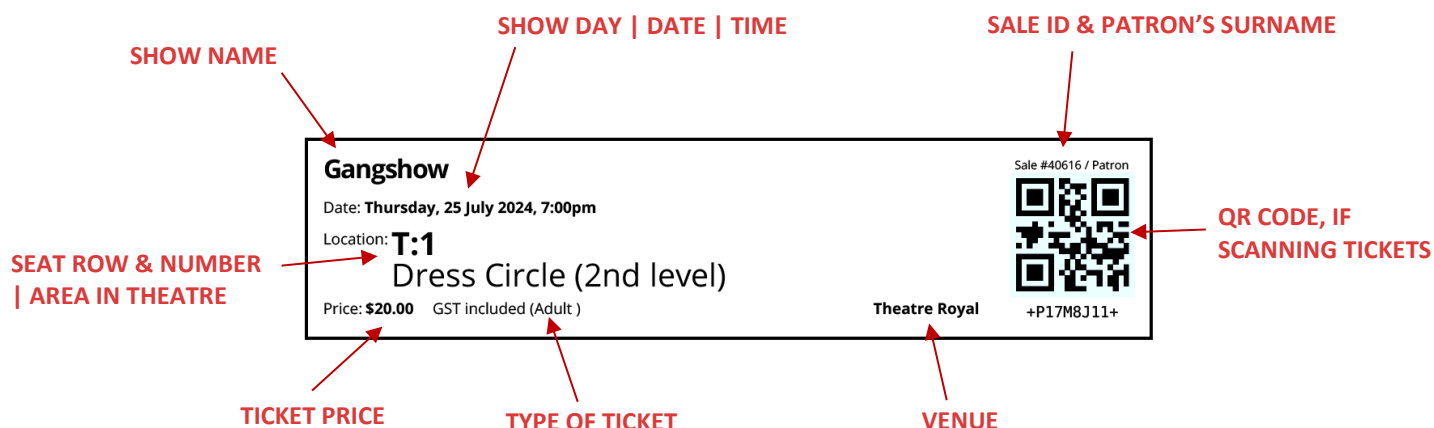
Items	Total
Gangshow , 25 Jul 2024, 7:00pm at Theatre Royal » 1 ticket (T:1) » Available - Adult : 1 x \$20.00	\$20.00
Service Fee » 1 x Service Fee	\$2.50
GST	\$2.93
Total (inc. GST)	\$22.50

TICKETS will be attached to the email as a PDF file:

- called 'Print at home tickets for sale #XXXXX'
- located at the top or bottom of the email

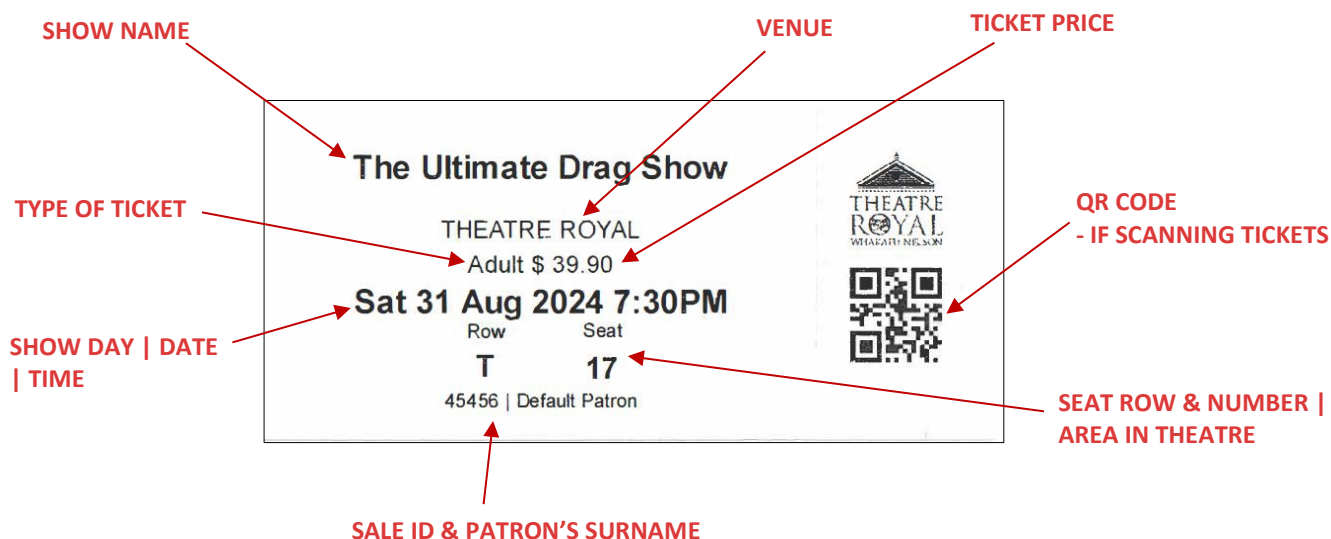
See ticket examples over the page.

EMAILED TICKET EXAMPLE



'COLLECT' TICKETS

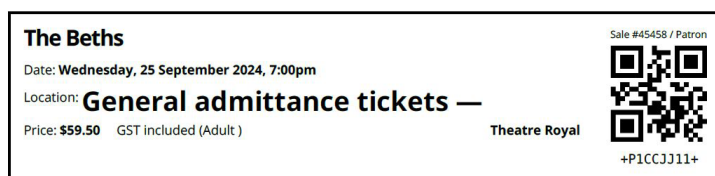
Tickets bought or collected from the Box Office are physical printed tickets. They look like this:



GENERAL ADMISSION (GA) tickets

GA means that seats are not allocated and patrons can choose where they sit.

This is what an **emailed** GA ticket looks like:



This is what a **'collect'** GA ticket looks like:



If something doesn't look right with a ticket, send the patron to the Box Office.

TICKET SCANNING INFORMATION

Ushers are sometimes required to scan tickets using the app, PatronBase Entry Manager

- The Theatre doesn't have the resources to buy scanning devices or spare phones, so very much appreciate it if you can use your own phones when scanning is required.
- It will be noted on the FOH Roster if tickets are being scanned
- If tickets are being scanned, some of the usual usher duties will vary
- Responsibilities will be explained and allocated during the FOH briefing.

DOWNLOAD the ticket scanning app

- App is called **PatronBase Entry Manager**
- APP LOGO will look similar to this:
- ORG ID **_TheatreRoyalNelson**



APP SETTINGS

- Capture method, select Built in camera
- Camera Permissions, select 'allow whilst using this app'
- Select Continuous Mode – 'Automatically open camera after each successful scan'

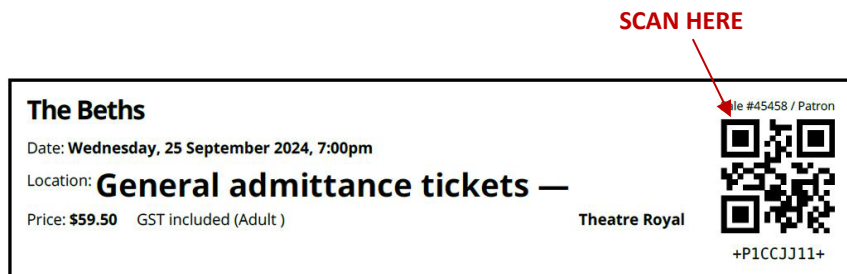
LOG IN using one of these logins (it doesn't matter which one):

Username:	U1	Password:	Usher001
Username:	U2	Password:	Usher002
Username:	U3	Password:	Usher003

WIFI at the theatre. Use our FREE wifi, no password needed: **Theatre Royal Guest**

TO SCAN

- You must be on '**ENTER**' when you are scanning.
- Hold your phone camera over the barcode until it beeps / a green tick appears.



TIPS

- Before patrons arrive, **do a practice scan**, as you usually need to log in again after the first scan.
- Tickets on a phone, enlarge the image to make scanning easier.

POTENTIAL PROBLEMS

- **Ticket already scanned.**
 - This message will appear: **INVALID cannot enter, already entered**
 - Possibly your phone camera tried to read the same barcode twice. If not, notify the FOH Manager or send the patron to the Box Office.
- **Reissued Ticket.**
 - If you get a message asking if you want to confirm/proceed, ask the patron if they have had their tickets reissued/re-emailed to them.
 - If they say **yes** (most probable) then accept. If they say **no**, send them to box office.

PATRON LEAVING THE BUILDING

- If someone is leaving the building and they intend to return, you can scan them out by switching the app to EXIT.

EMERGENCY PROCEDURES

An emergency is always unexpected, so it is vital that you know what to do if one happens.

All of us, employees, contractors and volunteers, are responsible for our own health and safety. Do not place yourself in danger and always call for assistance.

HAZARDS / ACCIDENTS / INCIDENTS

Everyone has responsibility to report hazards, accidents and incidents, irrespective of whether they caused harm or property damage.

- The purpose of reporting them is to solve problems and improve venue operation and equipment.
- Use the handy 'Something Bad Happened' flowchart, in the FOH Office.
- There is a Quick Report Form on the wall in the FOH Office.

IMPORTANT EQUIPMENT

- **First Aid Kit:** there is one in the Front of House office and another in the Bar.
- **AED:** on the wall in the Box Office.

MEDIA

In the event of any emergencies or situations arising, the Theatre Manager will speak publicly for the Theatre. It is important that you do not speak to the media about incidents at the Theatre, unless you have been authorised to do so.

FIRE ALARM

- Theatre Royal Nelson has a fire alarm system throughout the building.
- Escape routes are provided from both front and back of house and are clearly indicated by exit signs.

EMERGENCY SERVICES

- If possible, check that the FOH Manager has not already called them.
- If emergency services are required, call 111.
- Confirm the nature of the emergency, location and building address: 78 Rutherford Street, Nelson

FOH MANAGER / CHIEF WARDEN DUTIES

The FOH Manager is Chief Warden of the FOH area and is responsible for:

- coordinating the activities of the ushers
- ensuring clearance reports are received in respect of all areas of the building following evacuation
- liaising with the Fire Service or emergency services personnel on site for any emergency.

ASSEMBLY POINTS

- FOH - Advantage Tyre Solutions carpark beside the building. Exit out the front and turn left.
- BOH - Hunters Furniture carpark on Vanguard Street

IF YOU DISCOVER A FIRE

- Activate the nearest manual fire alarm call point.
- Call the New Zealand Fire Service – 111.
- Confirm the nature of the emergency, location and building address: 78 Rutherford Street, Nelson
- Inform the FOH Manager as quickly as possible of the situation.
- Evacuate the building, as outlined below and over the page.

EMERGENCY EVACUATION DUTY LIST

Area to be Checked	To Be Checked By	Exit
Stalls	Ushers	Foyer entrance
Dress Circle	Ushers	Foyer entrance
Box Office	Box Office Staff	Foyer entrance
Bar	Bar Staff	Foyer entrance
Toilets	House Left Ushers	Foyer entrance
All backstage areas	Stage/Tech Manager, Crew	Backstage entrance

EVACUATION PROCESS

If the fire alarm is triggered or there is an announcement to evacuate the Theatre, begin the evacuation process.

- Ushers are Wardens during an evacuation.
- Foyer Usher
 - Put on hi-vis vest (under chair).
 - Exit via the technical operator door.
 - Open and push back the double doors at the front of the Theatre.
 - Calmly instruct patrons to gather in the Advantage Tyre Solutions car park.
- Door Ushers
 - Put on the hi-vis vest if there is one under your seat
 - Open and stand at your door, calmly direct patrons to the exits and Assembly Point.
 - Assist people with disabilities to evacuate your area.
- After your area is evacuated
 - Close all doors.
 - Exit to the Assembly Point yourself.
- Once at the Assembly Point, report to the FOH Manager to:
 - advise that your area is clear of patrons
 - be ticked off the sign-in sheet
- Remain available to assist the FOH Manager and carry out any additional duties as instructed by them.
- If the fire alarm stops sounding, continue to evacuate the building.
- Do not re-enter the building until Emergency Service Personnel or the FOH Manager advise that it is safe to do so.
- The silencing of the fire alarm is not an indication that it is safe to re-enter the building.

ESCAPE ROUTES

- Exit doors must not to be locked, barred or blocked.
- Fire-stop and smoke-control doors are to be left closed at all times.
- Fire exits are to be kept clear of obstacles at all times.

MINOR ACCIDENTS, TRIPS, FALLS

If a patron has a minor mishap:

- An usher should stay with the injured person and send another usher (or patron) to get the FOH Manager.
- If the patron insists that they do not need assistance but appears to be injured:
 - Take a note of their appearance and where they're seated, report it to the FOH Manager.
 - An incident form may need to be filled in and your information and observations could be useful.

ILLNESS / ACCIDENT

These situations may or may not require the show to be stopped.

- Keep calm and assess the situation
- Contact the FOH Manager immediately
- In case of an ACCIDENT, as above, plus:
 - i. Remove, isolate or minimise danger.
 - ii. Clear and isolate the area, move any unnecessary people.
 - iii. The incident scene is not to be interfered with unless absolutely necessary to save life.
 - iv. When the incident is contained and the area is safe, provide first aid to any injured person, if you are qualified to do so.
 - v. If the patient is willing and able, quietly remove them from the auditorium
 - vi. If the person is unwilling or unable to move, remain with them until emergency services arrive.

MEDICAL EMERGENCY

In case of a heart attack, stroke, seizure or other medical emergency:

- Inform the FOH Manager as quickly as possible.

During a performance:

- If possible, move the affected person to the foyer.
- If moving them is not possible, make them as comfortable as possible or put into the recovery position while waiting for an ambulance.
- The Stage Manager may make an announcement:
 - asking for people with medical training to identify themselves.
 - informing the audience that the show has to pause / stop.
- If possible, the show will continue once the situation has been dealt with.
- If the incident is not in your area of responsibility, stay in your position unless your help is asked for.

EARTHQUAKE

If there's an earthquake:

- Drop, cover, hold as best you can; encourage patrons to do the same.
- Move away from windows and heavy equipment.
- Remain in the building – it is safer.
- The FOH Manager or Stage Manager will make an announcement to the audience.

POWER OUTAGE

- If there is a power outage, emergency lighting will activate.
- The Production Manager or Stage Manager and Front of House Manager will confer and decide if the show must be aborted. If so, please assist to guide patrons safely out of the building.

THREATENING BEHAVIOUR

- Remove yourself and others from immediate danger.
- Do not take any risks or try to struggle with the person.
- Advise the FOH Manager as soon as you can.
- Observe the person and take note of physical features, clothing, distinguishing marks and/or tattoos.
- If relevant, take a note of escape route taken.
- Write information down as soon as practicable.

BOMB THREAT

- Follow instructions from Management, Security and Police.
- If an evacuation is necessary, evacuation will be by word of mouth, not activation of the fire alarm.
- When evacuating, take personal belongings with you.

ACTIVE SHOOTER

- Activate the nearest fire alarm call point.
- If you are unable to leave the Theatre, find a solid hiding place.
- When evacuating, leave personal belongings behind.