



**WELCOME TO ARENA STAGE’S VOLUNTEER USHER PROGRAM
AT THE MEAD CENTER FOR AMERICAN THEATER**

GUIDELINES FOR ARENA STAGE USHERS

Welcome to the 2017/18 season of ushering at Arena Stage at the Mead Center for American Theater! Arena Stage's Volunteer Ushers make up the largest part of the theater's staff, over 1,500 members strong! As ushers, you are the first face that a patron sees when attending a play. The Front of House staff are responsible for the comfort, safety, and overall experience of our patrons.

Arena Stage ushers tie together the entire experience of our guests. Your friendly, knowledgeable demeanor keeps our visitors coming back time and time again. We cannot thank you enough for all of your ongoing support. We could not do it without you!

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GENERAL IMPORTANT INFORMATION

HOUSE RULES

Children under 5 are not permitted in the theater. Guests are informed of this policy when purchasing their tickets. If you see a child who appears to be under age 5, **DO NOT** approach them. Inform your house manager. The house manager will address any concerns.

Cameras and recording devices cannot be used inside the theaters. If you see a patron with a professional camera or recorder, please notify a House Manager immediately. We still do not allow photography or recording during the performance. **However**, pre-show and during intermission it is acceptable for the patrons to take photos of themselves in their seats. We ask that if you see a patron taking a picture, **DO NOT** approach them but inform a house manager. The house manager will address any concerns.

Tickets for late members of a party may be left at the Box Office. If a patron insists on giving you a ticket for a patron who has not arrived yet, please write their name on the ticket and give it to the House Manager prior to entering the theater. The house manager may ask you to bring it to the box office.

Food/Eating is not allowed in the theaters. Politely ask patrons to finish all snacks before entering the theater. If a patron is given chocolate by our staff in an envelope on their seat, they are allowed to eat their chocolate in the theater. If they are creating a distraction during the performance, please inform a house manager. If a patron has a dessert or a “doggie bag” from the café or a restaurant, it can be held at Visitor Services desk until the conclusion of the performance. If the guest does not want to go to Visitor Services to check the “doggie bag”, get a house manager who will take their food to Visitor Services to be held. **No outside food may be consumed inside of the Mead Center.**

Drinks are allowed inside the theater. If a patron has a beverage in a glass bottle, please direct them to Concessions to obtain a plastic cup. *There is no glass permitted in the theaters.*

Lyft and Taxi reservations can be made before the show or at intermission at the Visitor Services Desk. If a patron requests a taxi, we call a taxi company and the patron is responsible for paying the taxi. With the Lyft service, the patron gives us their credit card information and Arena Stage charges them after the Lyft ride is complete.

The Box Office is open Tuesday to Sunday from 12 pm–8 pm. This means once an evening performance begins, the Box Office will be closed until the following day.

Report immediately to the House Manager any accidents, sick patrons, restrooms out of order or out of supplies, photos taken while the show is in progress, or any disturbance that happens during the performance.

Any suspicious character or package should be reported to the House Manager immediately.

DRESS CODE

The Usher dress code is extremely helpful in a number of ways. Not only does it present a professional appearance, but it also assists patrons in identifying to whom they can ask questions and know who to go to in the case of an emergency. It is also very helpful to the House Managers to quickly spot an usher if additional help is needed. We appreciate you arriving in the dress code each time you usher.

Dress Code for Men:

Solid white, collared shirt that buttons down the front – either short sleeved or long sleeved.
Black dress pants (No jeans)
Solid dark colored necktie. Bow ties are acceptable.
Solid black, *close-toed* comfortable shoes (No sandals)
Solid black sport coat or sweater is optional

Dress Code for Women:

Solid white, collared shirt that buttons down the front – either short sleeved or long sleeved.
Black skirt or pants (No jeans)
Solid black, *close-toed* comfortable shoes (No sandals)
Solid black blazer or sweater is optional

If you are not dressed properly, you will not be able to usher or attend the performance and you will have to reschedule. We do offer white shirts and ties to borrow at the Visitors Service Desk specifically for our usher core. We have made this available so we won't have to send anyone home.

ACCESSIBILITY PROGRAMS

We offer several accessibility programs at Arena Stage which help provide access for people with disabilities or special needs to all of our productions. With updated assistive-listening technology, accessible seating in all three venues, and performances that are captioned and described we strive to meet the needs of everyone with disabilities.

ASSISTED LISTENING DEVICES

Assistive Listening Devices amplify and clarify the sound onstage. The devices may be used in any seat at any performance in the Fichandler, Kreeger and Kogod Cradle. Headsets with induction neck loops are available for patrons who use hearing aids and cochlear implants with a "T" switch.

There is no charge for headsets. They are distributed on a first-come, first-served basis from the Visitor Services Desk, located to the left in the building's Main Entrance. We request an ID to be held when checking out accessible materials and devices.

MOBILITY CONCERNS

Accessible seating/locations are available in the Fichandler, Kreeger and Kogod Cradle. Patrons may either remain in their wheelchairs or transfer to theater seats. Patrons who would like to remain in their wheelchairs during the performance should request wheelchair-accessible locations when buying their tickets.

The Mead Center has accessible entrances to the building and all three theaters. The building's open layout allows most locations to be easily accessed without encountering a door.

Accessible restrooms are available on all levels of the Mead Center.

An elevator operates between the Main Entrance level (off Sixth Street) to the Main Lobby. A second elevator services the Kreeger Theater Orchestra, Main Lobby and Terrace levels. A ramp may be used to enter the center from the parking garage.

Courtesy wheelchairs are available for loan to navigate the Mead Center. We may request an ID to be held when checking out accessible materials and devices.

OPEN-CAPTIONING

Open-Captioned performances provide patrons with live text presentation of onstage dialogue on a four-foot LED sign. An experienced captioner scrolls up to three lines of text at a time in sync with the actors' spoken word.

Open-captioned performances are prescheduled on selected Wednesday and Thursday evenings for each production in our subscription season.

Open-captioning is offered in a specific area of each theater.

AUDIO DESCRIPTION

Audio description is a carefully timed narration of the onstage visual elements in the performance, including the action, costumes and scenery. Program notes are available 10 to 15 minutes before show time. The description is broadcast live simultaneously via an inconspicuous FM receiver. Patrons may choose a single earpiece or dual headset.

This service is prescheduled on selected Saturday matinee performances for each production in our subscription season.

Patrons may pick up their receiver and headset, free-of-charge, at the Visitors Services Desk, located to the left in the building's Main Entrance. We may request your ID to be held when checking out accessible materials and devices.

BRAILLE, AUDIO, AND LARGE-PRINT PROGRAMS

Program books are available in large-print and braille formats at all performances and may be

picked up, free-of-charge, from the Visitors Services desk, located to the left in the building's Main Entrance. Audio-recorded programs are available on request of at least two weeks' notice.

PERFORMANCE PROCEDURES

COURTESY

We appreciate our ushers' upbeat and pleasant behavior towards our guests and staff. Please continue to greet each patron with a kind "hello" and offer to assist them. Make yourself available to all guests who may have questions and offer any additional assistance necessary. It is also very helpful to phrase things in a positive way. For example, if they have found themselves in the wrong section of the theater, say "Your seats are in the next section" and offer to walk them over to the correct section, rather than saying simply "You are in the wrong section." You might also try "Would you mind finishing your snack before entering the theater" instead of "You can't bring food in" or "No food allowed inside the theater."

Patrons will naturally bring their questions to you. If you do not know the answer, please tell them you will find out immediately. You should contact the House Manager and then get back to the Patron as quickly as possible with the answer. Patrons will also bring their suggestions and complaints to you. Please listen to them carefully and sympathetically, thank them for making us aware of the situation, and indicate that you will convey the information to the House Manager immediately. These suggestions and complaints are very valuable in helping us assure the safety and comfort of our audience.

Ushers may not drink alcoholic beverages while on duty. We want our patrons to feel comfortable coming to you with their questions, problems and/or concerns. As well as, in the state of an emergency, we need all ushers to be able to think quickly and react with a clear mind.

ATTENDING PERFORMANCES

One of the many perks of ushering for Arena Stage is attending the shows. Ushering at Arena Stage is a 100% volunteer position, and being compensated with seats or standing room to a performance is not always guaranteed. While we will do our best to try to accommodate anyone ushering; there will be performances where this is impossible, due to sellouts and fire-code laws prohibiting standing room.

We need your help for all shows regardless and hope that this will not preclude any usher from continuing their support of Arena Stage. We ask that you continue to volunteer on dates that may be marked as sold out.

SIGNING IN

1. Please sign in at the Box Office window with your designated House Manager.
2. Sign in is conducted on a first-come, first served basis.
3. Sign in begins 90 minutes prior to the beginning of the performance.
4. Head into your designated theater and await the usher speech and (if necessary) begin stuffing programs. (Unless otherwise instructed). If you need to use the restroom, please try to go prior to the usher speech, which begins 45-60 minutes prior to the show.

	Usher Sign In Times	
Performance Time	Usher Sign In Time	Days Applicable
1:00 pm	11:30 am	Early Curtain Matinees
2:00 pm	12:30 pm	Sat. & Sun. Matinee
6:00 pm	4:30 pm	Early Curtain Evening
7:30 pm	6:00 pm	Tues., Wed., Sun. Evening
8:00 pm	6:30 pm	Thurs., Fri., Sat. Evening
12:00 pm	10:30 am	Tues., Weds. Matinee

Please arrive on time. Ushers who arrive more than 30 minutes late will be sent home and will need to reschedule their ushering to another date.

The House Managers will do their best to assign you to the position that you request but it cannot be guaranteed. We appreciate you trying all of the different ushering positions so that if we ever become short-handed, we know you can easily take on a different responsibility.

Only ushers who have attended an Arena Stage usher meeting may usher in Arena's theaters. This means that you cannot bring friends to usher with you or send a substitute in to usher for you if you cannot make it. Also, ushers cannot check in for each other. Each individual usher must check in with the House Manager prior to receiving an usher badge and entering the theater. All ushers must bring an ID to leave with the House Manager in exchange for your usher badge.

Please be aware that we keep an attendance record for all ushers. Anyone with 3 absences may be released from their ushering commitment for the rest of the season, and may not be invited back for the following season. It takes many ushers to operate each of our theaters and we appreciate as much advance notice as possible if you are unable to make your ushering date. If you need to exchange your usher date, please do so at least 48 hours before your assigned date.

USHER BADGES

When you sign in, you will be given an usher badge and a flashlight if necessary. You will be required to leave an ID with the House Manager in exchange for your badge/flashlight. It will be returned to you when your shift is over and you return your badge/flashlight. **PLEASE NOTE – IF YOU LOSE AN ISSUED FLASHLIGHT AND DO NOT TURN IT BACK IN WHILE CHECKING OUT, YOU WILL BE REQUIRED TO PAY A \$2 FEE.** When you are ready to check out for the evening, please visit the Visitor Services desk to retrieve your ID. Please wait for all patrons to be taken care of before attempting to check out at the end of the show.

NOTE: The usher badges are magnetic. They will interfere with the operation of a pacemaker. If you wear a pacemaker please inform the House Manager and a different kind of badge will be given.

COATS AND PERSONAL BELONGINGS

Coats and umbrellas may be placed on the hooks in the usher coat room/Kogod program room. Bags and briefcase can be stored on the shelves, however space is limited. There are no lock-up facilities for valuables. If you must, bring a small purse or bag with you to keep on your shoulder while you usher. Arena Stage is not liable for lost or stolen items – the usher coat room is a public space that is often left unattended. If you do choose to use the Coat Check at Visitors Services the fee will apply.

ONCE YOU HAVE SIGNED IN

Once you sign in to usher, please refrain from eating, drinking, making phone calls and sitting in the cafe. Put away your coat and use the restroom before it is time for the Usher Speech. While you are waiting for the House Manager to give the Usher Speech please feel free to read the program for the performance so that you can answer more in depth questions our guests might have. Please refrain from reading and doing crossword puzzles, etc. once the theater is open for seating.

We appreciate your availability to assist our guests as soon as you have signed in. Once you are assigned a particular job, please head to your station.

Aisle Ushers and Direction Givers inside of the theater should go into the theater to stuff programs, become familiar with the aisles and await the usher speech. All program stuffing must be done inside of the theater. Aisle Ushers should make sure that they have enough programs in their section. The programs should be stacked neatly in the baskets. Take care that no programs are stacked along the walls, floor or steps, where someone could slip or trip on them.

Lobby Direction Givers, Parking Lot ushers, Elevator Operators, and Visitor Services ushers must go to their stations immediately after signing in (unless otherwise directed). By the time that you sign in, the lobby will have opened and patrons who have arrived early may need your assistance. Please stop by at the Visitor Services desk to be filled in on any pertinent information contained in the usher speech (such as the late seating break, etc.), and then go to your usher assignment.

Ticket scanners should wait inside their designated theater until the House Manager arrives. The House Manager will give you a brief training either right before or right after their usher speech.

USHER ASSIGNMENTS

VISITOR SERVICES DESK

The Visitor Services Desk is a very important position. This usher acts as the greeter for those just entering the building and helps provide our guests services. The services we offer at the Visitor Services Desk are as follows:

- **Gift Shop:** We offer several gifts associated with the theater and our productions. A house manager will take care of charging patrons for any items purchased.

- **Assisted Listening Devices:** These are available for those with hearing loss. Each venue has devices that are set to a particular FM frequency channel. Please be sure to ask the patron which show they are seeing and give them the correct device for their theater. All boxes are marked accordingly. This service is free of charge but we do collect an ID to borrow the device. When handing out an ALD, please remember to include the device, a pair of headphones or an audio loop. Check the theater letter and battery level on the device screen before passing to the patron. There is a sign-out sheet at the Visitor Services Desk for the Assisted Listening Devices. Please ask patrons who have hearing aids to turn them off and take them out when using our ALDs so we do not get any feedback from the equipment.
 - **F = Fichandler**
 - **K = Kreeger**
 - **C = Kogod Cradle**
 - **D = Audio Described**
- **Large Print and Braille Programs:** These programs are available for patrons with vision loss. They are provided free of charge and no ID is required. While neither of these programs are required to be returned, we do encourage those using the braille programs to return them if finished. You can find these in the black box located under the coat check desk.
- **Wheelchairs:** Arena Stage does provide wheelchairs for patrons to use while navigating the Mead Center. All wheelchairs must be returned at the conclusion of their performances and are not permitted for use outside of the center. This service is free.
- **Taxi Sign Up:** Patrons can sign up to have a taxi waiting for them after their performance. We encourage patrons to sign up for **Lyft**, for the most reliable service (Arena Stage serves as a dispatcher for Lyft orders). Please take their name, phone number, destination and performance, and ask them to check in at the desk after the show. Taxi Sign-Up forms are available at the Visitor Services Desk. The staff member will order all taxi and Lyft orders.
- **Parking Validation and Change:** We offer parking validation for the 1101 4th St. garage for **weekday matinees only**. Evenings and weekends are a flat rate. Patrons may also ask for change for parking meters. Please ask the staff member stationed with you if this request is made by a patron.

An Arena Stage staff member will be at the Visitor Services Desk to assist with financial transactions, place taxi orders and answer more complicated questions.

TICKET SCANNER

At the end of this manual is a guide to ticket scanning to review so that you will have basic scanning knowledge. However, if assigned Ticket Scanning, training will be held right outside your designated theater either right before or right after the Usher speech. Please take your place outside the theater doors once instructed to do so by the House Manager.

The House Manager will alert all ushers when the theater is open for seating. If the theater cannot open at its usual time, the ticket scanners will relay that information to the guests.

Ticket Scanners should greet the guests and then scan their tickets. If there is an error on the scanner, please read the screen. If they are at the wrong theater, please direct them to the correct theater. If they are at Arena on the incorrect date the scanner gives the message **Superseded By Reprint or Event not authorized on device**, direct the patron to the box office or let them know that the House Manager may be able to assist them. Have them stand to the side and continue scanning patrons; the House Manager will be around as frequently as possible to assist if there are any errors. **No patron should be allowed to enter the theater until the ticketing issue has been resolved.**

- A ticket for a particular theater will not scan for another theater. If, for example, a patron has a Fichandler ticket, it will not scan at the Kreeger entrance. In this case, just politely direct the patron to the proper theater.
- A ticket will not scan if it is for a different performance time or date. This often happens when a patron has exchanged tickets and has brought the outdated ticket from home. Do not let them enter the theater with incorrect tickets. Alert the House Manager and he or she will be able to expedite a solution while you continue to scan other patrons' tickets.
- Patrons who purchase tickets online have the option to print their tickets at home. These tickets have bar codes printed on them. If you have any trouble scanning these tickets, please alert the House Manager. He or she will be able to expedite a solution while you continue to scan other patrons' tickets.
- If a patron presents you with a third party ticket or a voucher, it will not scan because it does not have a barcode. They must bring their third party ticket or voucher to the Box Office and pick up their Arena Stage ticket.
- Patrons may present their ticket barcodes through the Arena mobile app, as long as they scan without an error message and there is a seat location, the patron may enter the theater. All tickets will have a bar code. If there is no seat location or the barcode will not scan, please send the patron to get physical tickets from the Box Office.
- Rarely, a Patron will not have a pre-printed ticket, but instead will have a hand-written Location Pass that has been given to them by the Box Office. These cannot be scanned. After making sure that the Patron is at the correct venue, on the right date and time, tear off the top copy of the pass and have the guest keep the remaining copy. Give the top copy of the pass to the House Manager before you enter the theater.

AISLE USHER/DIRECTION GIVER

Direction givers must know the seating plan of the theater thoroughly. The aisles are numbered and the tickets indicate to which aisle the patron should be sent. We will review aisle numbers at the usher speech each time you come to usher.

It is not feasible for direction givers to physically bring each patron to their aisle, so be very specific (especially in the Fichandler) as to where the patron should go.

In the Kreeger, the Direction Giver should discern whether the patron's ticket is for the Orchestra or the Balcony.

Programs are not given out by the direction givers. They are given out by the ushers at each aisle.

Lobby Direction Givers should also give as much information as they can to the patrons to make their visit to Arena an enjoyable one. Give them the shortest direction to the restroom. Specify elevator or accessibility entrances to theaters as well as café and upper/lower lobbies and garage. Please remember to welcome and greet each patron enthusiastically.

The House Managers will brief any late guests prior to bringing them into the theater. When the House Manager brings you late guests please check their ticket and get them to the correct aisle so that when the Late Seating Break occurs they can simply go down to their seats. Please stay near your assigned aisle so the House Manager does not have to look for the usher to pass the patron to for late seating.

LATE-COMERS & THE LATE SEATING BREAK.

The Late Seating Break is a specific moment in the play (chosen by the director) when it is okay to seat late guests. **The House Managers will brief any late guests prior to bringing them into the theater.** When the House Manager brings you late guests please check their ticket and get them to the correct aisle so that when the Late Seating Break occurs they can simply go down to their seats.

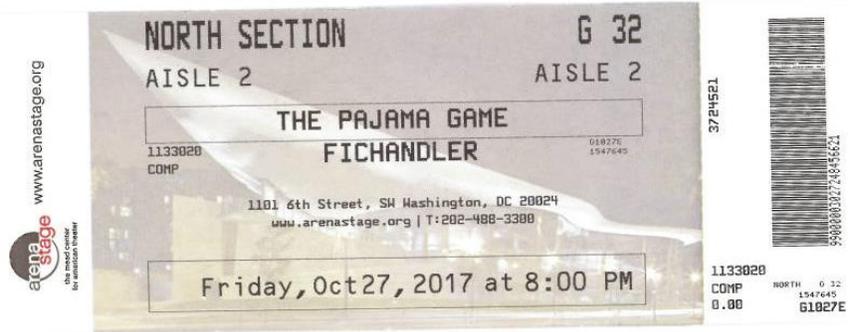
Any guests arriving late to the performance must remain standing in the back of the theater until the Late Seating Break. The exceptions to this rule are any guests who are elderly, or have a physical disability and cannot stand for long periods of time. These guests may be seated temporarily in the closest available seat, and then moved into their correct seats at the Late Seating Break. In the Fichandler, these patrons should be seated on a bench until the Late Seating Break.

Late-comers who arrive after the seating break will be taken care of by the House Manager. If convenient temporary seats are not available they will normally be asked to stand until the intermission. At the intermission they will find the usher at their aisle and should be shown to their seats.

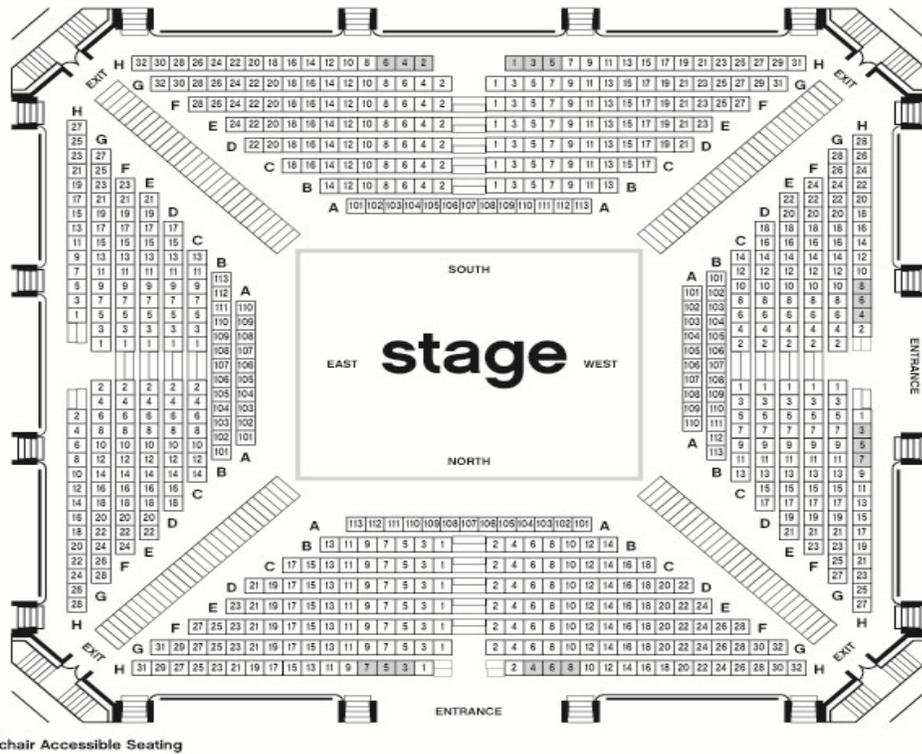
Please keep in mind that the guests may have become engrossed in the play and you may need to go and get them to seat them at the Late Seating Break. Please remember to shine your flashlight on the stairs for them to help them down the stairs. All aisle ushers must help with the Late Seating Break. If your aisle does not have any (or very few) late patrons and another aisle has several, please help them out. Ushers can take seats after all guests have been seated.

SEATING

THE FICHANDLER

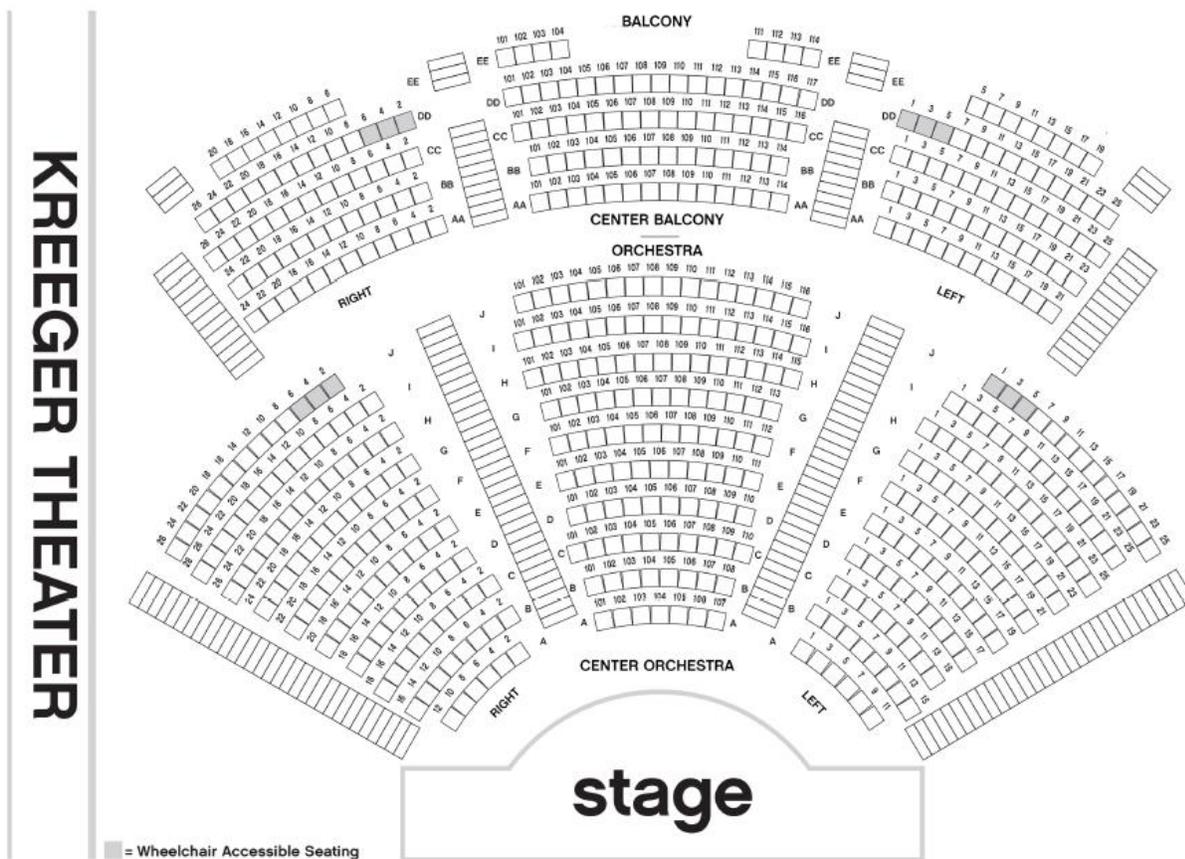
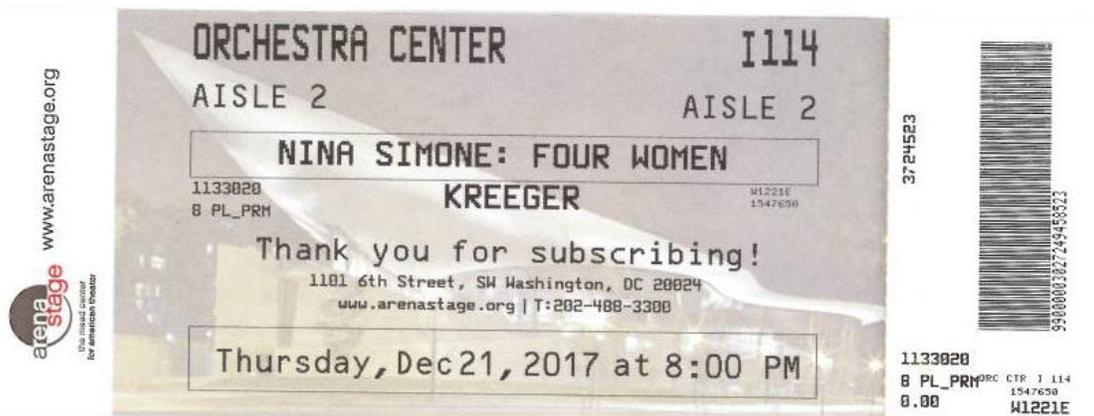


FICHANDLER STAGE



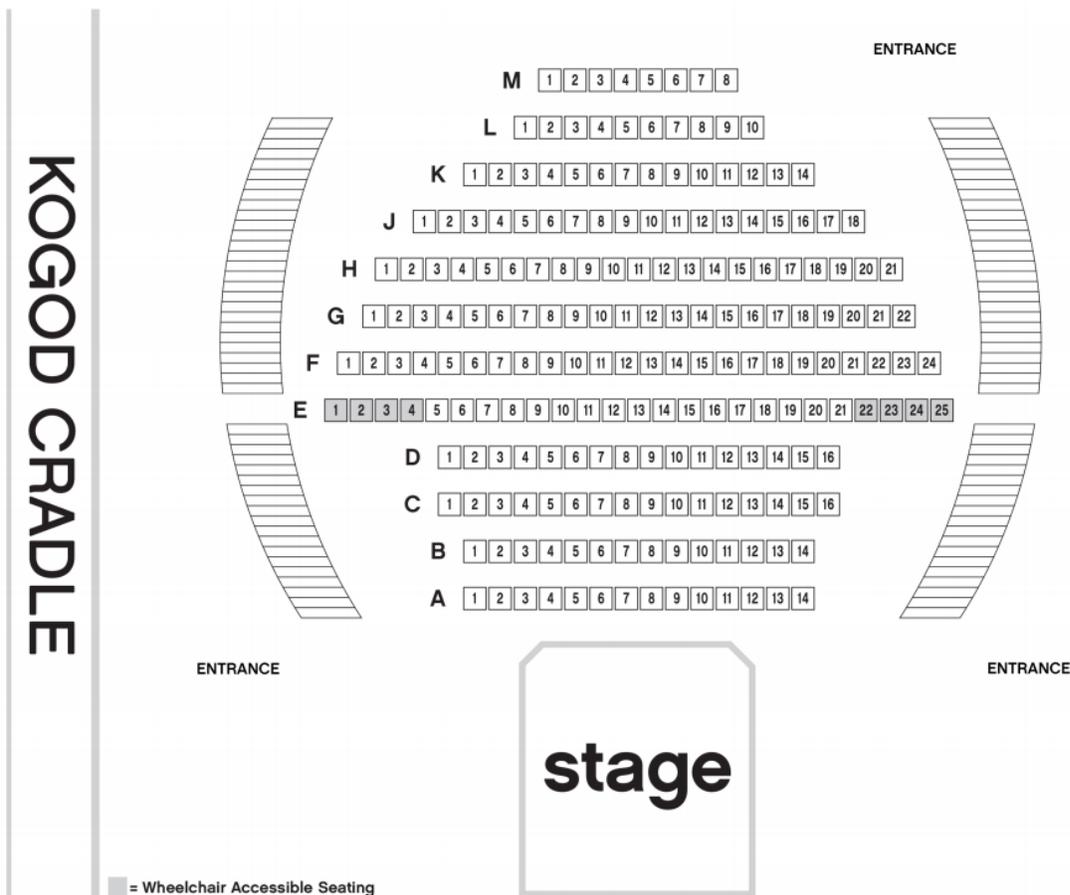
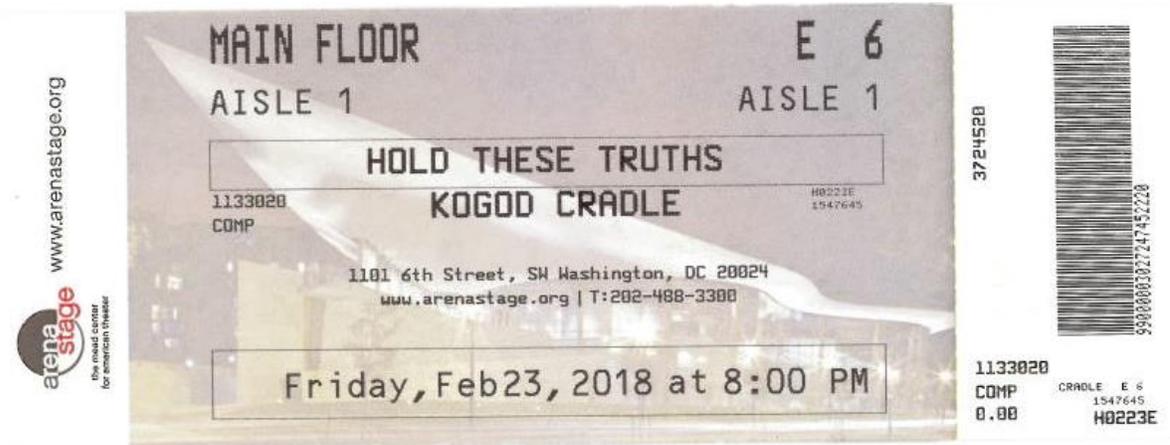
The Fichandler stage seats 680 patrons. The Fichandler has orchestra seating in four sections, divided into the North, South, East and West. There are entrances to the theater from the North and the West. There are 12 aisles, with 3 on each side. Each section has 8 rows, lettered A through H.

THE KREEGER



The Kreeger Theater seats 510 patrons. The Kreeger has an orchestra and a balcony, with four aisles upstairs and four aisles downstairs. There are five rows in the balcony, lettered AA – EE. The Kreeger orchestra has ten rows, lettered rows A – J.

THE KOGOD CRADLE



The Kogod Cradle has 202 seats when configured for proscenium seating and 218 when set for a thrust stage. The Kogod Cradle has 12 rows, lettered A-M (there is no row “I”). There are two aisles in this theater.

In All Theaters

General Seating Guidelines:

1. Be aware when guests are entering the theater.
2. Greet the guests and offer to assist them.
3. Escort the guests to their row. (Try to avoid pointing in a general direction.)
4. **Stop one step below their correct row to allow them the space to enter.**
5. Hand them a program as they enter the row.

Safety: Try to be sure that your guest can handle the steps before starting to walk down. If needed, you can offer your arm to guide and support the guest. In the Kreeger, it may be easier to use a side aisle that has railings and then walk them across the front of the theater to get them to their seats. In the Fichandler and Kogod, suggest patrons hold the aisle railings when on the theater stairs when appropriate. Use your flashlight to help the guests see where they are going and walk at a moderate pace so that the guests can easily follow you.

Patrons in Wheelchairs

Patrons in wheelchairs will have tickets for removable chairs in row H of the Fichandler Stage, the Kreeger orchestra (row J) or balcony (row EE), or row E in the Kogod Cradle. The patron can choose to stay in their wheelchair or transfer to the seat we provide. The House Manager will review with you where to store removed chairs in each theater. This is also where walkers, scooters, crutches and additional removable chairs can be stored. If a patron comes to the theater in a wheelchair or on a scooter and needs wheelchair accessible seating, please get the House Manager to see if we have wheelchair accessible seating available.

Seating Problems

1. If you think you have double-booked seats: Check both patrons' tickets and assure that they are in the correct theater, on the correct date and time, and in the correct seats. In the Fichandler, confirm the section printed on the ticket, (North, East, South or West), and take the patron to the correct section. If someone was seated incorrectly or is at Arena on the wrong date, politely correct the seating issue, or alert a House Manager.
2. If you legitimately have a case of duplicate seating (two patrons with tickets for the same seat): Alert a House Manager immediately. (Most likely one of the guests may have exchanged their tickets and brought the incorrect tickets.)
3. If a guest is unhappy with their seat due to it being uncomfortable; the view is obstructed, noisy guests around them, etc.: Do not promise any solution. Let the guest know that you are getting the House Manager and that they will do everything possible, as quickly as possible, to try to remedy the situation.

At any time when seating patrons before the show begins, if there are issues to be resolved by the House Manager, **DO NOT leave the theater to try and find the HM.** **Please let the scanner know your aisle number and have them send the HM to your location.** Your aisle should never be unattended for an extended period of time. House Managers check in frequently with the scanners to ensure the scanners are working properly and get information of aisle usher needs within the theater.

TAKING YOUR SEAT

For Ushers Working Outside of the Theater:

All ushers (inside the theater and lobby ushers) **must wait for the late seating break** to take a seat inside the theater.

If you are asked by the House Manager to sit in a particular area of the theater, please do so. Taking a “better” or closer seat may cause confusion during the Late Seating Break if you are sitting in a seat that a Patron owns and may be a distraction to the actors and audience.

For Aisle Ushers:

Once the Late Seating Break is over, Aisle Ushers may sit. Please sit in seats as close to the back of the theater as possible. It can be a distraction for the audience and actors to see ushers taking seats near the front of the theater.

For Everyone:

If ever you are sitting in a seat that either belongs to a Patron or that the House Manager needs in order to accommodate a Patron, please vacate it immediately.

Try to avoid sitting close to the aisles of the theater. Sit as close to the center as possible. This way if patrons arrive after the late seating break, the House Manager can bring them in and seat them as quickly as possible with as little disturbance as possible.

DURING THE PERFORMANCE

Please refrain from talking inside the theater. If you need to communicate with a late patron try to use hand signals. If it is absolutely necessary to speak, try to do so using a low, soft voice. Remember that they have already been briefed by the House Manager on what to expect, so little communication should be required.

While you watch the performance, enjoy the play, but also try to be aware of anything amiss in the theater. You are closest to the scene of action and should alert the House Manager immediately, should anything happen: accidents, illness, noisiness, camera flashes, cell phones, texting, etc. All of these are important and should be reported immediately. This will enable the House Manager to address the problem and leave you free to enjoy the play.

INTERMISSION

Ushers who are working at the Visitor Services Desk should return to their post during intermission. All ushers inside the theater should also return to their positions to help late guests find their correct seats, make sure no food enters the theater, and remind guests to silence their cell phones.

Ushers are welcome to have refreshments during Intermission, but try to remain available if any guests should require assistance or have questions. Take turns at intermission having refreshments and helping inside the theater so that every usher gets a break.

Accessibility Devices: If at the beginning of the performance you stowed a guest's walker, wheelchair, cane, or any other mobility device, please return it to them, if needed, at intermission so that they can use the restroom, get refreshments, etc.

AFTER THE SHOW

All ushers - please return to your stations immediately to assist guests.

Accessibility Devices: Be sure that all walkers, canes, etc. are returned to the patrons to whom they belong.

Direction givers should make sure that Patrons do not try to exit through the doors marked for emergency only use. **All ushers must stay in the theater until all patrons have safely exited.** There is no need to pick up programs from your sections. Recycled programs and recyclables should not be put in program baskets!

Once the theater is clear of patrons, turn in your badges and flashlights at the Visitor Services Desk. Your ID will be returned at that time. As a reminder, please wait for all patrons to be taken care of before attempting to check out at the end of the show.

PARKING

At the Mead Center for American Theater

We offer pre-reserved parking for ushers in the Arena Stage garage located on-site. **Please remember this offer is only available by purchasing prior to your ushering date and space permitting.** The entrance to this garage is on Main Street, west bound, just as you pass the building. At the pull off, there is a sign reading VIP Parking.

Ushers may also park at the same garage we recommend for our patrons on 4th street for the rate of \$14.00. We encourage ushers to take metro: we are a block away from the Waterfront metro stop on the green line.

Information for Patrons

- **Mead Center Parking:** The entrance to the parking garage is accessible from the northbound lane of Maine Avenue. Subscribers and single-ticket purchasers may purchase parking in advance by calling the Sales Office at 202-488-3300. The subscriber rate for parking is \$16 per performance. Single ticket purchasers may reserve in advance for \$17-\$19 per parking space. Any parking available on the day of the performance will be sold at the garage on a first-come, first-served basis for \$22. Handicapped parking may also be purchased in advance with a copy of a valid handicap parking tag. The garage is open from 10 a.m. until 1 hour after the end of the performance
- **Valet Parking** Arena Stage offers valet service at no additional cost to our patrons with accessibility needs who have booked their parking in advance by contacting the Sales Office at 202-488-3300. Reservations for accessible parking discontinue 3 hours prior to

curtain time. We also offer this service to all of our patrons based upon availability for \$25 without advance booking. To take advantage of this service, simply pull up at the main entrance to Arena Stage on Sixth Street and a valet will assist the patron. Valet parking is available one hour before show time for all performances.

- **Central Parking** operates a garage conveniently located to the Mead Center located at 1101 4th St, SW with a main entrance at 4th Street, between I & M Streets. This garage is directly across from the Safeway parking lot. Please **DO NOT** park in the Safeway parking lot. This lot closes before most evening shows have ended.

Any guest or usher who attends the theater on a weekend or parks after 5 p.m. on weekdays will automatically receive the rate of \$14.00. If the guest or usher parks prior to 5 p.m. (for a weekday matinee) a validation ticket can be obtained at the Visitor Services Desk.

- After you have parked in the garage, follow the arrows toward the elevators. Remember to take your ticket with you. Take the elevator to the 1st Floor.
- After exiting the elevator, walk through the building's glass doors to the street. Turn south, toward the Waterfront Metro and M Street.
- At M street, turn right and walk one block west to the Mead Center on the corner of M St and 6th St.
- You can pay in the garage at the kiosk in the elevator lobby on your parking level when you arrive or when you leave.
- The pay station accepts Visa, MasterCard, Discover, American Express, and cash.

ARENA STAGE EMERGENCY PROCEDURES FOR PERFORMANCE SPACES

MEDICAL EMERGENCY

Report immediately to the House Manager any kind of medical emergency, accident, or illness, whether great or small. The house managers have experience handling these matters – please defer to them. The house manager has a First Aid kit at the Visitors Services Desk, and will contact 911 if necessary.

WEATHER EMERGENCIES

Before shows take place - In the case of a weather emergency, Arena Stage will announce show delays or cancellations on its website at www.arenastage.org and will have a recording with the same information on the sales office phone line, (202) 488-3300. In the instance of any dangerous weather, including tornadoes, earthquakes, storms, or power outages, follow the House Management and Arena Stage staff instructions on what to do.

When a show is taking place - If there is a weather emergency when a show is taking place or after a show is over, the House Manager or the Stage Manager will make an announcement. When weather emergencies take place during a performance, Arena Stage will stay open until it is safe for Patrons and Staff to venture outdoors. We will encourage everyone to stay away from the windows, just in case. In these instances, please follow the House Management and Arena Stage staff instructions on what to do.

FIRE EXITS and EMERGENCY EVACUATION PROCECURES

Please be sure to note where the fire exits are in each performance space – some doors marked “Exit” are for the general public, and some would only be used in case of emergency. Please make sure no one uses the fire exits except in the case of an emergency. Patrons should exit through the lobby doors during performances (they are probably looking for the restrooms.) The House Managers will review the exits in each theater during the usher speech and will point out which are for general use and which should be used only in case of emergency.

If there is a fire emergency, an alarm will go off, a voice recording with instructions will begin, strobe lights will turn on, and the front lobby doors of the building will automatically open. Ushers should take positions at the top and bottom of stairs to monitor the traffic and to prevent people from running or falling. They should make sure exit doors get opened at the House Managers instruction. Once outside the building, ushers and Arena Stage Staff will direct all Patrons to cross the street to the Town Center Park West, located at Sixth and K Street (this is the park by Marina View Towers, also known as the Duck Pond). Patrons and ushers exiting the Kreeger Theater onto Water Street should cross the median and wait by the big “District Wharf” sign. Please encourage Patrons and fellow Ushers to move away from the building quickly instead of turning around to see what is happening (this slows traffic). Do not stop until you have crossed the street. Be sure to follow instructions given by the Arena Stage House Managers and other Arena Stage staff.

Fichandler Fire Exits

There are three ways to exit (5 doors) from the Fichandler Stage. Patrons may exit through the North and West double doors as well as through the single door in the South-West corner (Vom 2) of the theater. Please note that this last door should ONLY be used in case of emergency! The House Managers will review the exits in each theater during the usher speech and will point out which are for general use and which should be used only in case of emergency.

Kreeger Fire Exits

There are five ways to exit from the Kreeger Theater. There are two exits upstairs and three downstairs. Please note that the doors that do not lead to the lobby should ONLY be used in case of emergency! The House Managers will review the exits in each theater during the usher speech and will point out which are for general use and which should be used only in case of emergency.

Kogod Cradle Fire Exits

There are three ways to exit from the Kogod Cradle in case of emergency. There is an exit on either side of the front of the stage, and a third exit behind row M, where the audience enters the theater. In the case of an emergency, those seated in the front half of the theater should be encouraged to use the exits at the front of the stage, and patrons seated in the back half should be encouraged to exit down the ramp. The House Managers will review the exits in each theater during the usher speech and will point out which are for general use and which should be used only in case of emergency.

VIEWING YOUR USHER SCHEDULE

LOGGING IN

- Open the internet browser (please do not use mobile devices and tablets. A desktop computer is better.)
- Go to www.arenastage.org/myusherschedule

Log In To Your Account:

Enter your email address, password and optional promo code below to log in to your account

If you do not know your password click on the **Account Lookup** tab.

Having difficulty? Call our Sales Office at 202-488-3300 (Tuesday – Sunday 12 p.m. – 8 p.m. EST). A sales associate will be able to assist you.

Email: *

Password: *

Promotion Code:

* = Required Field

- Enter your email address and password.
- You do not need to enter a promotional code. This field should be left blank.
- Click Login.

FORGOTTEN LOGIN

- If you have forgotten your password or have problems logging in, click the “Account Lookup” tab.

Account Lookup

Enter your email address to access your login information.

Having difficulty? Call our Sales Office at 202-488-3300 (Tuesday – Sunday 12 p.m. – 8 p.m. EST). A sales associate will be able to assist you.

Email: *

* = Required Field

- Enter your email and click “Email My Information” and you will receive a link to reset your password.

USHER SCHEDULE

USHER SCHEDULE

Welcome back, Mrs. Lindsey W. Pisani

Performance	Ushers	Date	Theater	Parking	Related Links
17/18 New Usher Meeting	1	Thursday Jun 29, 2017 6:00 PM	General Admission Space	sold out	EXCHANGE THIS DATE Cancel a Shift
The Originalist	1	Friday Jul 28, 2017 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE Usher Bulletin Board
Native Gardens	1	Friday Sep 22, 2017 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE Pre-Attendance info (Fichandler)
The Pajama Game	1	Friday Oct 27, 2017 8:00 PM	Fichandler	ADD PARKING	EXCHANGE THIS DATE Pre-Attendance info (Kreeger)
Nina Simone: Four Women	1	Friday Nov 10, 2017 8:00 PM	Kreeger	sold out	EXCHANGE THIS DATE Add a new shift to your schedule
The Pajama Game	1	Friday Nov 17, 2017 8:00 PM	Fichandler	ADD PARKING	EXCHANGE THIS DATE
Sovereignty	1	Friday Jan 12, 2018 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE
The Great Society	1	Friday Feb 02, 2018 8:00 PM	Fichandler	sold out	EXCHANGE THIS DATE
Two Trains Running	1	Friday Apr 06, 2018 8:00 PM	Fichandler	sold out	EXCHANGE THIS DATE
Snow Child	1	Friday Apr 13, 2018 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE

[Print My Usher Schedule](#)

Your Usher ID is: 851455

- 24 hours after your Usher Meeting your schedule will appear online.
- Your schedule will include:
 - Performances – The shows that you are scheduled to usher
 - Ushers – The number of usher shifts
 - Date – The date of your usher shift
 - Theater – The theater that will be ushering in
 - Parking – If you have reserved parking for your usher shift
 - Usher parking can be pre-purchased at a discounted rate of \$13 if it is available
- Related Links
 - [Cancel a Shift](#)
 - [Usher Bulletin Board](#)
 - [Pre-Attendance Info](#)
 - [Fichandler](#)
 - [Kreeger](#)
 - [Kogod](#)
 - [Add a new shift to your schedule](#)

EXCHANGING USHER SHIFTS

- Click Exchange this date next to the show that you would like to exchange

USHER SCHEDULE

Welcome back, Mrs. Lindsey W. Pisani

Performance	Ushers	Date	Theater	Parking	
17/18 New Usher Meeting	1	Thursday Jun 29, 2017 6:00 PM	General Admission Space	sold out	EXCHANGE THIS DATE
The Originalist	1	Friday Jul 28, 2017 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE
Native Gardens	1	Friday Sep 22, 2017 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE

- Choose a new date from the list of available dates

Usher Exchange

Native Gardens
Original Date: Sep 22 2017 8:00PM

Select from the list of available dates for **Native Gardens** below:
Dates with no availability are not shown.

- Saturday Sep 16, 2017 8:00 PM** [11 Spaces Available]
- Tuesday Sep 19, 2017 8:00 PM** [3 Spaces Available]
- Thursday Sep 21, 2017 8:00 PM** [35 Spaces Available]

- Click “Complete Your Order”

Checkout Options » **Review & Pay** » Receipt
Your cart contains items which will expire in 15 minute(s)

Please enter your payment information

Click below to complete your order

Please provide your payment information and shipping preference below to complete your order.

Shipping Information

Hold at Box Office
Your order contains tickets which must be picked up from box office.

Order Details

Single Ticket(s):						
Description	Location	Seat(s)	Price	Total Seats	Total	
Native Gardens Fri 09/29/2017 8:00 PM Kreeger Theater	Ushers	USHER-24	\$0.00	1	\$0.00	delete
Total Single Ticket Cost:					\$0.00	

Returned Ticket(s):						
Description	Location	Seat(s)	Price	Total Seats	Total	
Native Gardens Fri 09/22/2017 8:00 PM Kreeger Theater	Ushers	USHER-22	\$0.00	1	\$0.00	delete
Total Return Tickets Value:					\$0.00	

Total: \$0.00

Complete Your Order

Please Note: Your exchange is not complete unless you receive an email confirmation.

ADDING A NEW SHIFT

- The option to add a shift to your schedule is under related links to the right of your usher schedule.

USHER SCHEDULE

Welcome back, Mrs. Lindsey W. Pisani

Performance	Ushers	Date	Theater	Parking	Related Links
17/18 New Usher Meeting	1	Thursday Jun 29, 2017 6:00 PM	General Admission Space	EXCHANGE THIS DATE	Cancel a Shift Usher Bulletin Board Pre-Attendance info (Fichandler) Pre-Attendance info (Kreeger) Add a new shift to your schedule
The Originalist	1	Friday Jul 28, 2017 8:00 PM	Kreeger	ADD PARKING EXCHANGE THIS DATE	
Native Gardens	1	Friday Sep 22, 2017 8:00 PM	Kreeger	ADD PARKING EXCHANGE THIS DATE	
The Pajama Game	1	Friday Oct 27, 2017 8:00 PM	Fichandler	ADD PARKING EXCHANGE THIS DATE	
Nina Simone: Four Women	1	Friday Nov 10, 2017 8:00 PM	Kreeger	EXCHANGE THIS DATE	
The Pajama Game	1	Friday Nov 17, 2017 8:00 PM	Fichandler	ADD PARKING EXCHANGE THIS DATE	
Sovereignty	1	Friday Jan 12, 2018	Kreeger	ADD EXCHANGE THIS DATE	

- Choose the production that you would like to add a shift

ADD A NEW USHER SHIFT TO YOUR SCHEDULE

Select a production:



The Originalist *Native Gardens* *The Pajama Game* *Nina Simone: Four Women* *Sovereignty* *The Great Society* *Hold These Truths* *Two Trains Running* *Snow Child*

- Choose the date that you would like to add to your schedule

<< [Select a different production](#)



Select a shift below for | ***The Pajama Game:***

Sunday Dec 24, 2017 Matinee [4 Ushers Needed]

- Choose the number of usher shifts you need

Add usher dates to your schedule

The Pajama Game
Dec 24 2017 12:00PM

Select a number of ushers ▼

- Confirm the date that you are adding and click “Complete Your Order”

Please enter your payment information

Click below to complete your order

Please provide your payment information and shipping preference below to complete your order:

Shipping Information

Hold at Box Office

Your order contains tickets which must be picked up from box office.

Order Details

Single Ticket(s):						
Description	Location	Seat(s)	Price	Total Seats	Total	
The Pajama Game Sun 12/24/2017 12:00 PM Fichandler Stage	Ushers	USHER-37	\$.00	1	\$.00	delete
Total Single Ticket Cost:					\$.00	

Total: \$.00



Please Note: The shift has not been added if you do not receive an email conformation.

CANCELLING A SHIFT

- The option to cancel a shift is under related links to the right of your usher schedule.

USHER SCHEDULE

Welcome back, Mrs. Lindsey W. Pisani

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Native Gardens	1	Friday Sep 22, 2017 8:00 PM	Kreeger	ADD PARKING	EXCHANGE THIS DATE Pre-Attendance info (Fichandler)
The Pajama Game	1	Friday Oct 27, 2017 8:00 PM	Fichandler	ADD PARKING	EXCHANGE THIS DATE Pre-Attendance info (Kreeger)
Nina Simone: Four Women	1	Friday Nov 10, 2017 8:00 PM	Kreeger	EXCHANGE THIS DATE	Add a new shift to your schedule
The Pajama Game	1	Friday Nov 17, 2017 8:00 PM	Fichandler	ADD PARKING	EXCHANGE THIS DATE
Severin	1	Friday Jan 12, 2018	Kreeger	ADD PARKING	EXCHANGE THIS DATE

- When you cancel a shift, you are filling out a form that sends an email to the house managers. The shift is not canceled in real time.

First Name
 Last Name
 Usher ID#
 Phone Phone (day)
 E-mail

TO CANCEL YOUR SCHEDULED DATE

Show
 Date Time

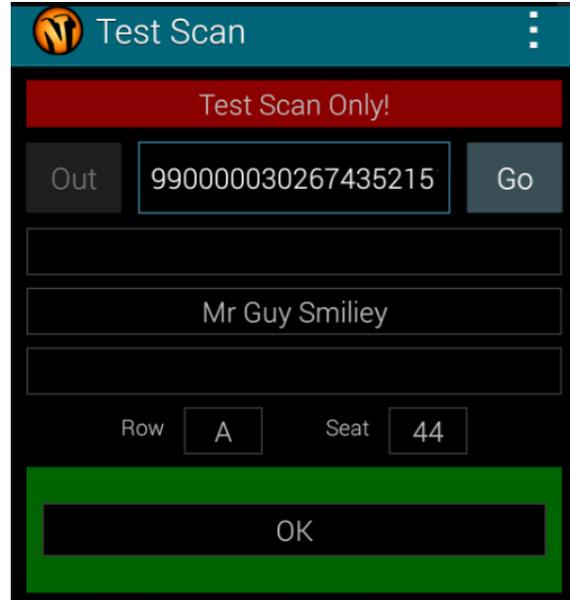
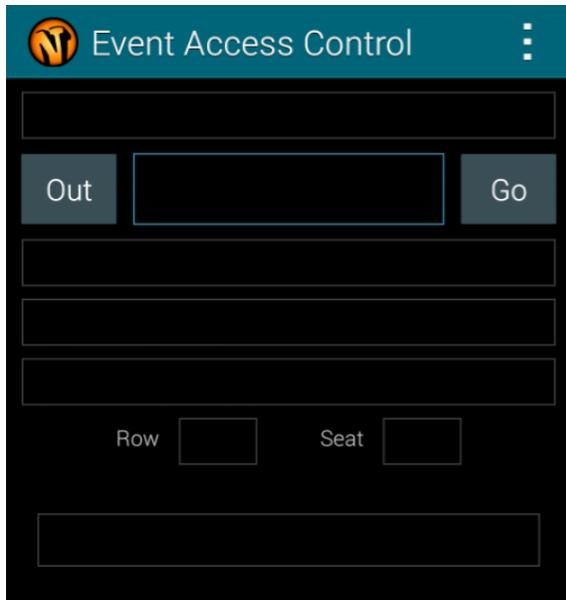
Comments

html form email
 reload image Enter Captcha code
 protect your website from spam

TICKET SCANNING

Ticket scanners are located at the entrances of each of the theaters preshow. The ticket scanners come on a handle with a wrist strap.

When you receive your ticket scanner is will be on the Event Access Control Screen

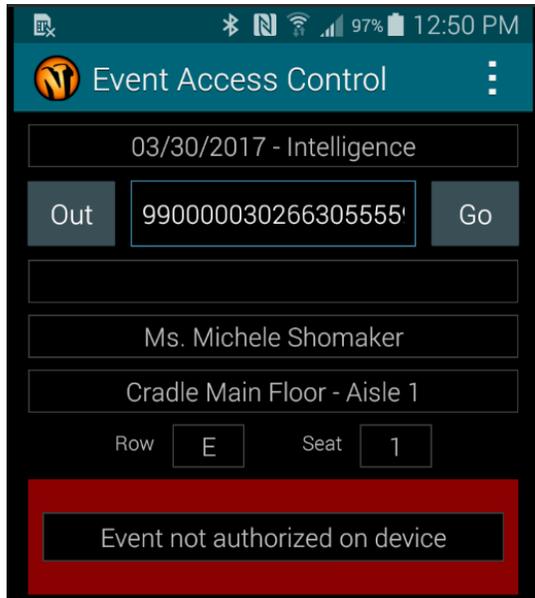


From this screen, you are ready to begin scanning tickets.

- To scan tickets, click the trigger button and a red cross will appear.
- Keep the tickets 8-10 inches away and wait for the scanner to scan the ticket.
- Once the ticket is scanned the scanner will make a sound and a green "OK" box will appear on screen.

PROBLEM SOLVING

Invalid Tickets



- If there is a problem with the ticket, a red box will appear with the error.
 - Some of the errors include
 - **Ticket for other performance-** This message is generated if a patron comes on the wrong date or tries to enter the wrong venue when multiple performances are taking place at the same time. If the patron has come on the wrong date, he or she should be directed to the box office or a house manager for resolution. If the patron has come to the wrong venue, he or she can be directed to the correct venue.
 - **Ticket already recorded-** If it is an actual ticket allow the patron to enter. If this occurs on a print at home ticket, please direct the patron to the house manager or box office as they may have printed the same ticket twice.
 - **Ticket has been returned-** Ask Patron if they have exchanged their tickets. If they have, send them to the box office to pick up their correct tickets. If they have not direct them to the box office or a house manager.
 - **Superseded by Reprint-** Direct the patron to the box office or a house manager.
 - **Wrong Performance Date/Time-** The patron's tickets are for another show. Direct them to a house manager or to the box office.

ACCIDENTALLY EXIT THE APPLICATION

If you accidentally exit the application, you will be on the home screen. Click on the NSCAN App



Then click the “Track Tickets” options. This will bring you back to the Event Access Control Screen

