



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

GUIDELINES FOR ARENA STAGE USHERS

Welcome to the 2018/19 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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HOUSE RULES FOR PATRONS

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, cell phones, texting, and recording devices are strictly prohibited during the performance. If you see a patron with a professional camera or recorder, or if you notice a patron using their phone, please notify a House Manager immediately. **DO NOT** approach the patron, but inform a house manager. The house manager will address any concerns. Before the show begins and during intermission, it is acceptable for the patrons to take photos of the set as long as there is **NO ONE ON THE STAGE**. If you do see a patron take a photo of the set, encourage them to tag the designer or at least Arena Stage on social media!

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 free of charge. 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.**

Food allowed in theater

- Cough drops
- Chocolate provided by Arena Stage

Drinks are allowed inside the theater if they are in a plastic or paper containers. If you see a patron bringing in a soda can, or glass of any kind, please direct them back to the lobby where they can transfer their drink into an appropriate container. Paper and plastic cups are available at the concessions stand in the Grand Lobby. These drinks do not need to have lids, though lids are also available at the concessions stand. ***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 is charged a \$2 reservation fee. If the Car is not taken, an additional \$3 cancelation fee is charged. The credit card is charged the full amount for the fare within 24 hours of the ride.

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. Please do NOT wait until intermission or until the show has ended to notify your house manager. If you cannot find a house manager, please go directly to the Visitor Services Desk. The person working at the desk will send a house manager to your location.

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

HOUSE RULES FOR USHERS

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.

Solid white, collared shirt that buttons down the front – either short sleeved or long sleeved.

Black dress pants (No jeans) or skirt

Solid dark colored necktie. Bow ties are acceptable.

Solid black, *close-toed* comfortable shoes (No sandals)

Solid black sport coat, 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 for purchase only 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.

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 inside the building before or during their usher shift. 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.

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 using your cell phone, reading and doing crossword puzzles, etc. once the theater is open for seating.

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.

A DAY IN THE LIFE

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., Wed. 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

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, 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

LOBBY USHER

Lobby ushers check in at the Visitors Services desk and help in the position that they are assigned to. This is typically at the top or bottom of the grand staircase, throughout the grand lobby, or near an elevator. They will greet patrons entering the building and assist the VS desk if asked. Lobby Direction Givers should give as much information as they can to the patrons to make their visit to Arena an enjoyable one. The lobby ushers need to be familiar with all paths to get to theaters, restrooms, the café, the visitors services desk, box office, where the elevators are, and the parking garage. Please remember to welcome and greet each patron enthusiastically.

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 guest's services. The services we offer at the Visitor Services Desk are as follows:

- **Gift Bar:** We offer several gifts associated with the theater and our productions. Ushers will not handle cash transactions. 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.
- **Blankets & Seat Cushions:** These items are available at the Visitor Service Desk and are provided free of charge.
- **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/Lyft 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.

BACKSTAGE LOUNGE USHER

There is a Backstage Lounge located past the Kreeger Balcony entrance, up towards the terrace level near the staff kitchen. It gives valuable opportunities to connect with current donors and prospects. It is open for one-hour pre-show and during intermissions. There will be an usher to assist the Arena Stage staff member in charge of the Backstage Lounge. The usher will be handed an entry badge that looks like a swipe card on a lanyard. Before taking position, the usher will check in at the Visitors Services desk to get show information for the evening.

TICKET SCANNER

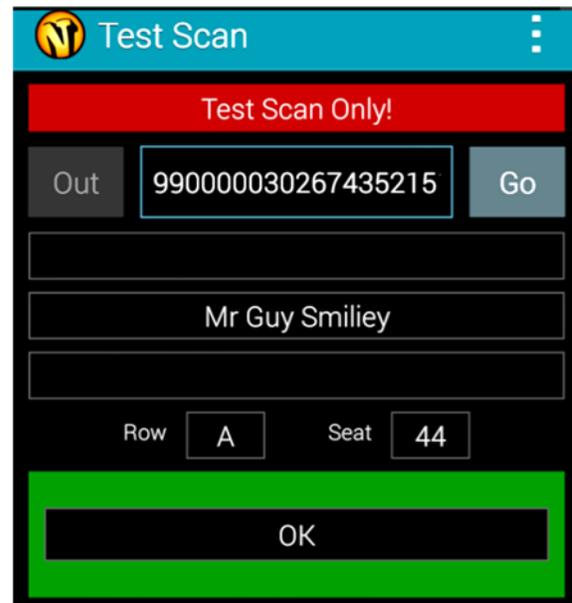
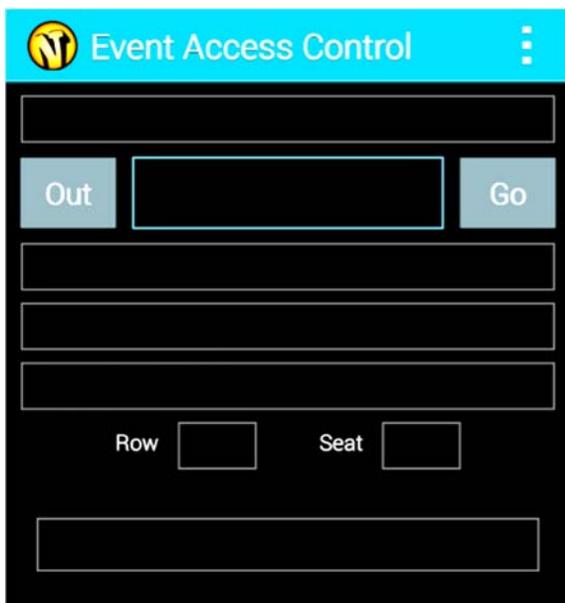
When assigned to Ticket Scanning, training will be held right outside your designated theater either right before or right after the Usher speech. Please take your place outside the theater doors once instructed to do so by the House Manager.

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

Ticket Scanners should greet the guests and then scan their tickets. If there is an error on the scanner, please read the screen.

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

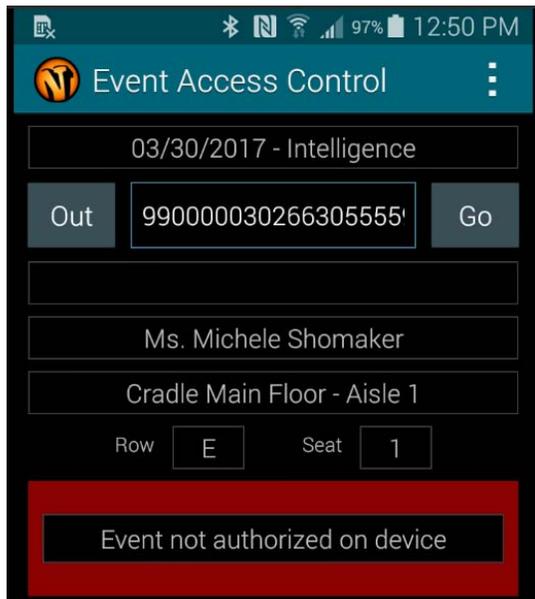


From this screen, you are ready to begin scanning tickets.

- To scan tickets, click the trigger button and a red cross will appear.
- Keep the tickets 1-3 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-** Ask the patron to stand off to the side to wait for a house manager. If they do not want to wait, they can head back down to the Box Office.
 - **Wrong Performance Date/Time-** The patron's tickets are for another show. Ask the patron to stand off to the side to wait for a house manager. If they do not want to wait, they can head back down to the Box Office.
- **No patron should be allowed to enter the theater until the ticketing issue has been resolved**
- 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 (see example below) 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.

00004

Please present this pass at the theater doors.

ARENA STAGE

Fichandler Kreeger Kogod

Name: _____

Patron I.D. #: _____

Performance: _____

Date: _____ Time: _____

Section: _____ Row: _____ Seat: _____

House Manager Name: _____

Authorized Signature: _____

This pass is given in replacement of tickets. Management reserves the right to place the bearer in other seat(s) in the event of duplicate tickets for the same performance.

SEATING PATRONS

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.

SEATING GUIDELINES 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 DD), 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.

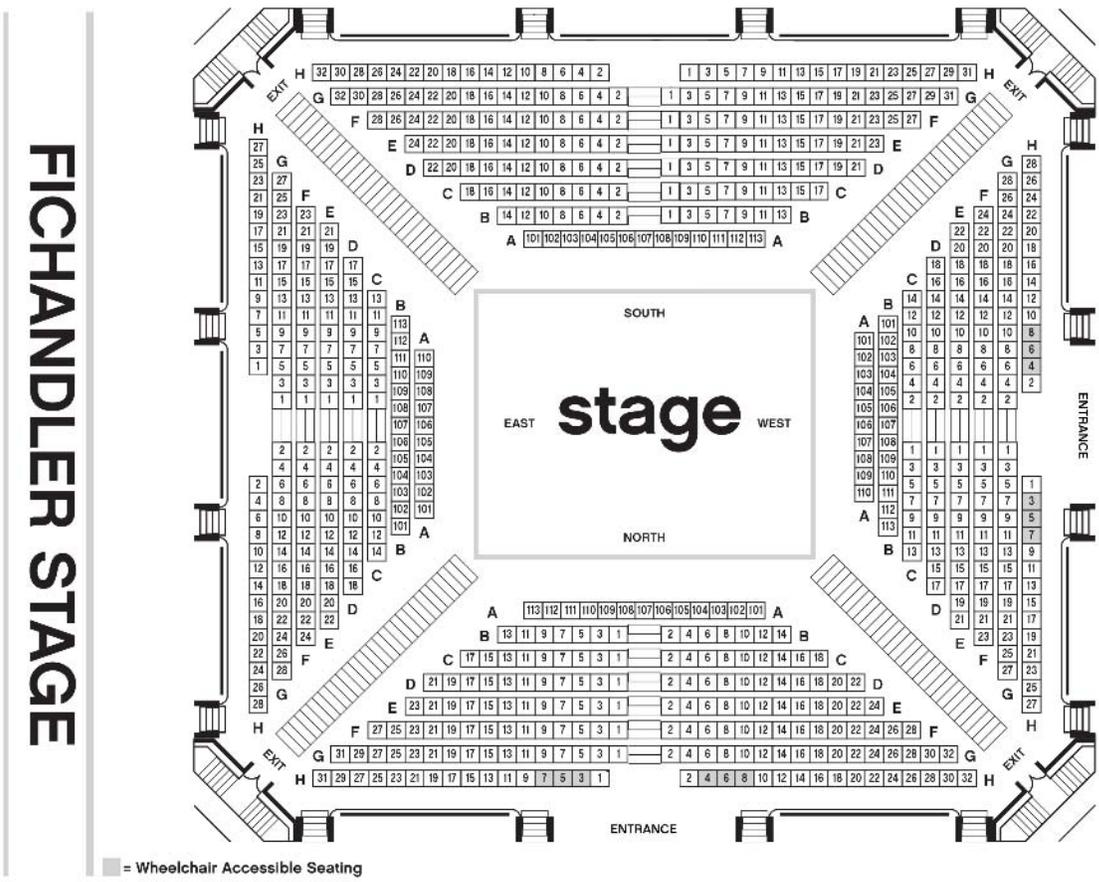
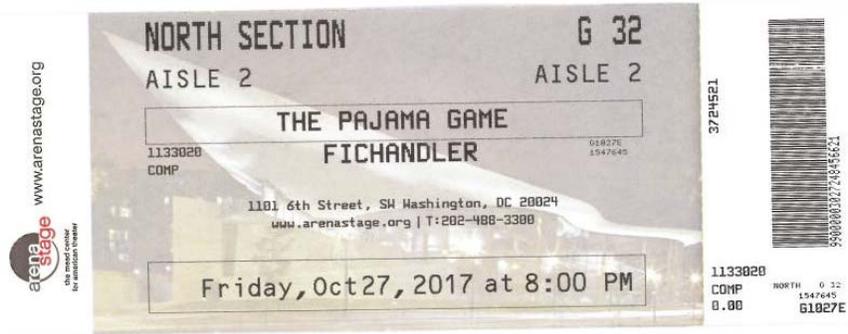
Accessible seating/locations are available in the Fichandler, Kreeger and Kogod Cradle. Patrons may either remain in their wheelchairs or transfer to theater seats. Patrons who would like to remain in their wheelchairs during the performance should request wheelchair-accessible locations when buying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

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, alert a House Manager.
2. If you legitimately have a case of duplicate seating 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.

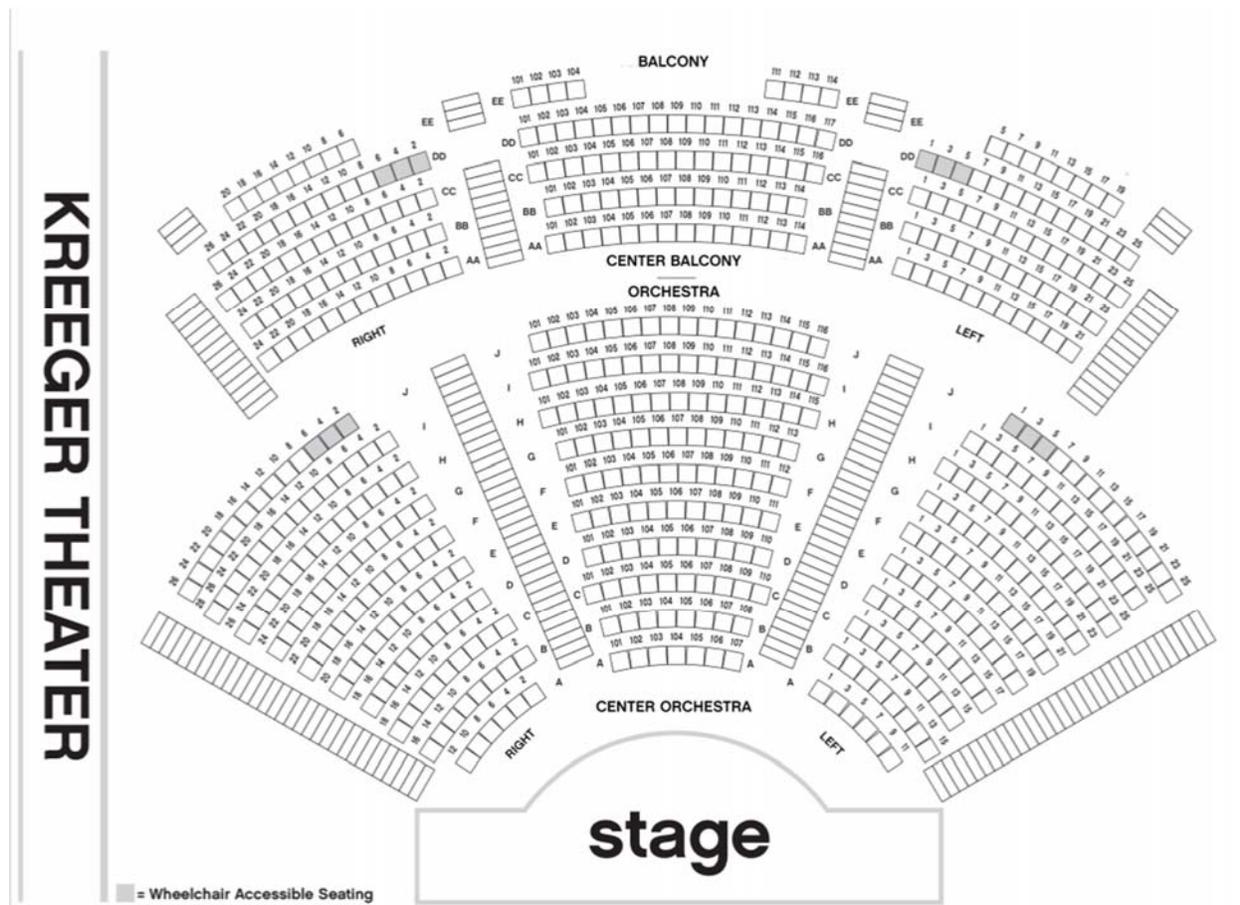
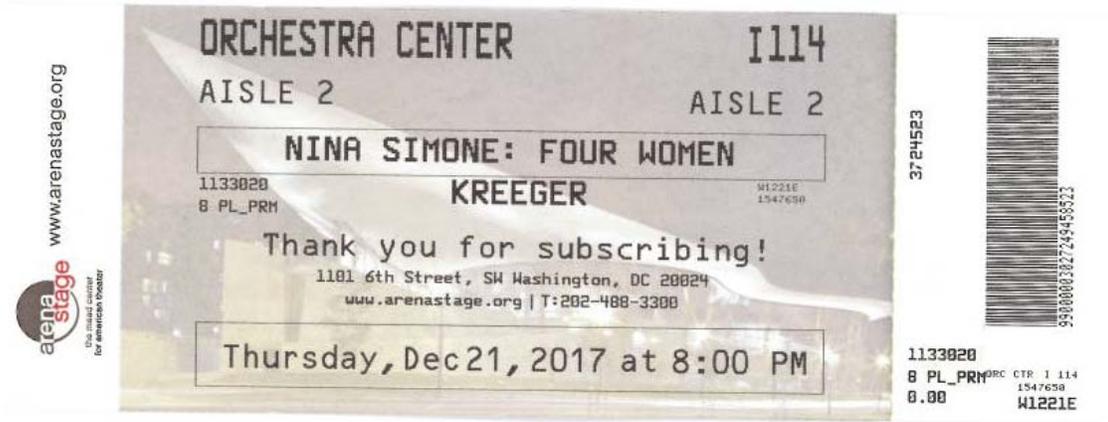
At any time when seating patrons before the show begins, if there are issues to be resolved by the House Manager, **DO NOT** leave the theater to try and find the House Manager. **Please tell the scanner or direction giver your aisle number and have them send the House Manager to your location.** Your 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.

THE FICHANDLER



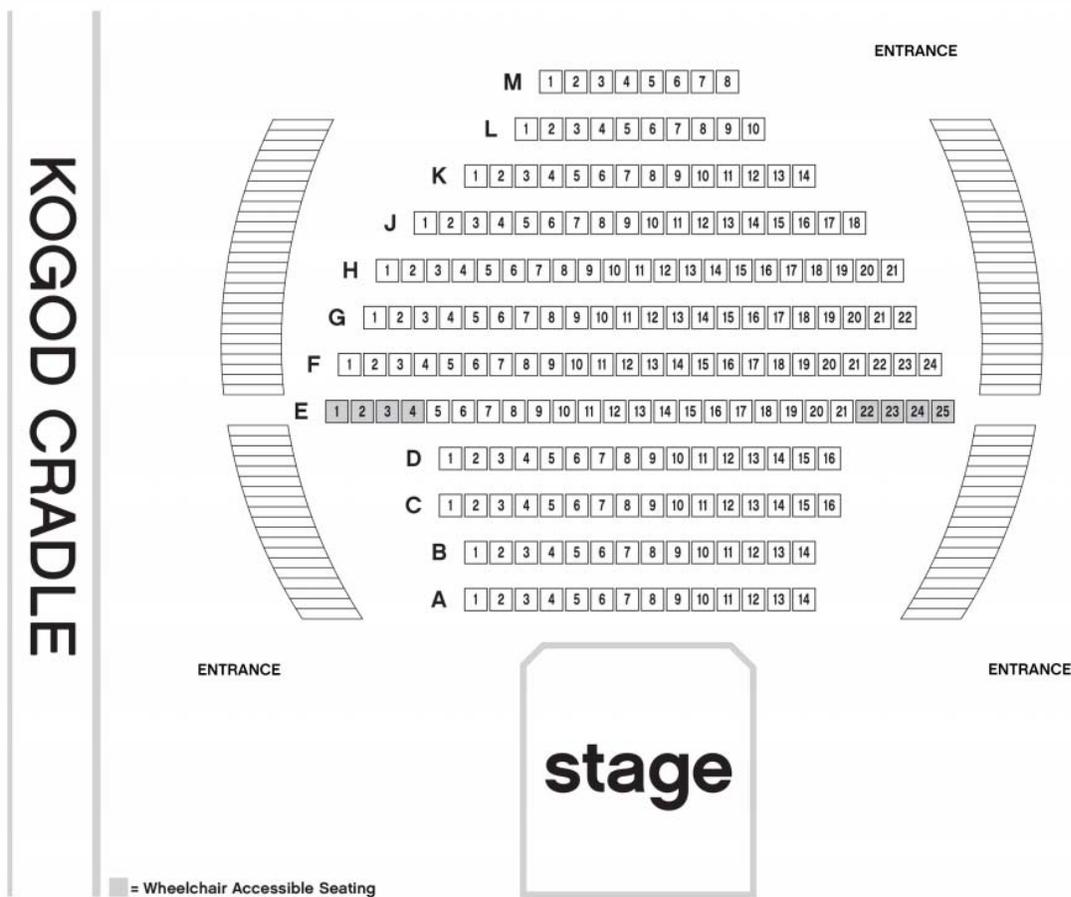
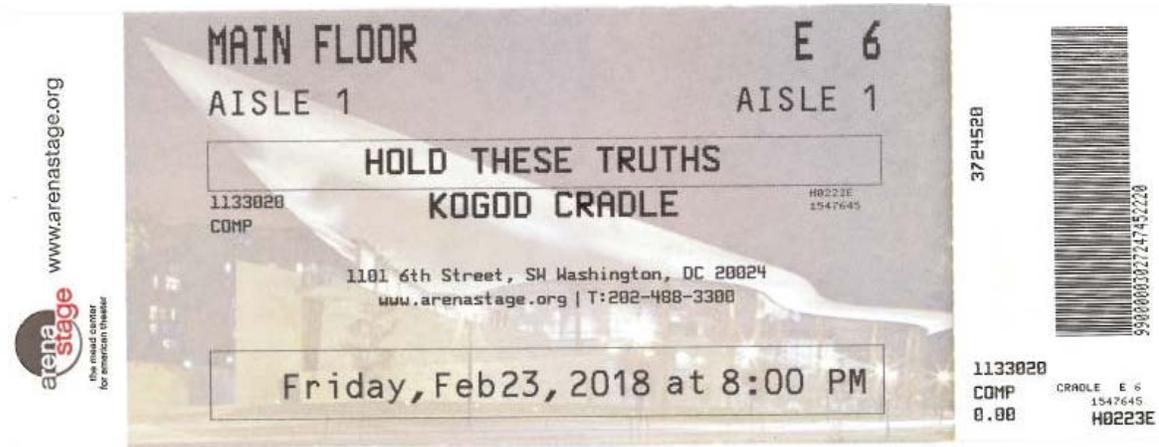
The Fichandler stage seats 680 patrons. The Fichandler has orchestra seating in four sections, divided into the North, South, East and West. There are entrances to the theater from the North and the West. There are 12 aisles, with 3 on each side. Each section has 8 rows, lettered A through H.

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.

LATE-COMERS & THE LATE SEATING BREAK

The Late Seating Break is a specific moment, or moments, in the play (chosen by the director) when it is okay to seat late guests.

- The House Managers will explain to all late patrons that they will be standing with an usher until the appropriate time to take a seat, so there is no need to talk to the patrons or to each other once the show has begun.
- The House Managers will bring the late patron to the correct aisle usher.
 - If you are an Aisle usher, please remain close to your aisle so that the House Managers can easily identify you as an aisle usher.
 - If you are not an Aisle usher, please move away from the aisles and step back so that the House Managers have clear walkways to safely escort patrons to their aisles.
- The House Manager will hand you the patron's ticket and gesture to which patrons you will be seating at the late seating break. Be sure to have your flashlight out so that you can read the tickets.
 - If a late patron tells you that they are not able to stand until the late seating break, notify your House Manager.
- When the late seating break arrives, quickly, and quietly walk the late patrons to their seats. Be sure to point your flashlight at the steps so that the patron's do not trip. Once you arrive at their row, hand them their tickets back and a program.
 - If there is already a patron in the seat you are taking a patron to, please seat your late patrons in the nearest open seat, then move on. Be sure to notify your House Manager that patrons were seated incorrectly so that the House Manager can check in with those patrons at intermission.
- If there are standing room only patrons, and seats available, your House Manager will seat those patrons at this time.
- Once all late patrons and standing room only patrons have been seated, ushers will be able to find seats. Please remember that every show is different, and your house manager may ask you not to sit in the front row, or to avoid sitting on certain aisles.
 - When finding a seat, please do not step over patrons to take an empty seat.
 - If a House Manager asks you to sit in the first 5 rows of a theater (rows A-E), please be sure to remove your usher badge before you take one of those seats.
 - If a House Manager has asked you to sit in the back half of a theater, please do not take a seat in the front until you speak to your House Manager at intermission – Even if there are no other seats available.
 - When taking your seat, please move as far into the row as possible (without stepping over patrons), leaving the aisle seats open in case patrons arrive after the late seating break.
- If you are not able to find a seat, please quickly and quietly return to the back of your theater.
 - In the Fichandler, you will be able to sit on the benches in the corners of the theater or you will be able to stand. **It is very important that you do NOT lean on the counters behind the last row.**

- In the Kregger, you will be able to stand in the back of the orchestra section or in the back of the balcony. **It is very important that you do NOT lean on the counters behind the last rows.**
- In the Kogod Cradle, you will be able to stand in the back of the theater against the back wall. **It is very important that you do NOT hover over the last row.**

***Please note that in ALL theaters, ushers are not permitted to sit on the steps of the aisles.**

ONCE THE SHOW HAS STARTED

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.

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, excluding alcohol, 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.

When heading back into the theater, please allow the aisle ushers to seat all patrons before taking a seat. Once all patrons have been sat, ushers can take their seats as house lights go down.

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.

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 Maine Avenue should cross the median then make a left and meet outside the St. Augustine’s Episcopal Church on the corner of M and 6th. 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.

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.

MOBILITY

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.

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 and select Saturday matinees 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.

PARKING

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 Maine Avenue, west bound, just as you pass the building. At the pull off, there is a sign reading Arena Stage Parking.

Ushers may also park at the same garage we recommend for our patrons on 4th street for the rate of \$15.00. 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 \$17 per performance. Single ticket purchasers may reserve in advance for \$18-\$20 per parking space. Ushers may reserve parking in advance for \$17 per performance. 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.
- **The Wharf Parking** is located just off Maine Ave and parking is by the hour. Availability can be checked at wharfdc.com
- **Southwest Shuttle** The SW Neighborhood Shuttle is free and open to the public. The shuttle has 4 stops: The Wharf (800 Maine Ave. SW), L'Enfant Metro, National Mall and L'Enfant Retail. Hours of operation are:
Monday-Thursday: 6:30am – 11:30pm

Friday: 6:30am-1:00am
Saturday: 9:00am – 1:00am
Sunday: 9:00am – 11:00pm

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 \$15.00. 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.