



SCHOOL OF ARTS THEATRE/CINEMA FRONT OF HOUSE

Summary:

The purpose of this policy is to provide clear direction for the Theatre/Cinema staff and volunteers for the management of audiences and to inform the public of Council's front of house code of conduct.

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| Department | Office of Chief Executive |
| Policy Custodian | Manager Arts, Culture and Library Services |
| Superseded Documents | V5.0 |
| Related Legislation | N/A |
| Delegations of Authority | Arts and Culture Officer |

1. Overview

The purpose of this policy is to provide a code of conduct for Theatre/Cinema staff and volunteers for the management of audiences and to inform the public of Council's front of house code of conduct.

2. Policy Principles

Be proactive in providing patrons and venue visitors with information and assistance. Ensure the provision of excellent customer service to all patrons of the facility.

3. Policy Objectives

Welcome patrons into the building. Ensure a high quality of customer service at all times. Sell food, drink and merchandise (candy bar). Guide audience members in Version 5.0 Page 2 of 4 Section: Theatre & Museum Complex the right direction. Manage incoming ticket sales over the phone and in person (box office)

4. Policy Statement

1. Entry

1.1 Admission

All patrons must be in possession of a ticket before entering the Cinema. Management reserves the right to refuse entry to patrons once the capacity of the venue has been reached.

Management also reserves the right to refuse admission to any person whose condition, conduct, dress or manner is likely to give offence to any person in the School of Arts.

1.2 Reservations

Seat reservations may be made for live performances. Regular cinema seating is on a first in, first served basis. Doors are open thirty minutes before the advertised starting time. For live events and special screenings pre-seat reservation may apply through online bookings based on the nature of the event.

1.3 Accessibility

The building is equipped with wheelchair access and with audio loop for hearing impaired people. For patron's convenience, management may be advised of special needs by telephoning the School of Arts prior to attending a performance.

1.4 Late seating

Patrons who arrive late for live performances will not be permitted to enter the auditorium until an appropriate "break" in the performance (determined by staff). This policy is to minimize distraction of the artists. Some event organiser's may require lock out policy to prevent late patrons causing disruption to the performance once a show has commenced.

For cinema screenings patrons are allowed to enter during the opening credits before starting of the movie.

2. Personal Effects

2.1 Animals

Except for trained assistance dogs for people with disabilities, patrons will not be permitted to bring animals into the School of Arts museum, theatre and/or cinema space.

2.2 Food and drink

Food and drink may be taken into the Theatre if purchased on the premises. Patrons caught throwing food will be cautioned and may be asked to leave the building.

2.3 Mobile phones

Mobile phones must be turned off prior to entering the Theatre/Cinema.

2.4 Cameras and recording devices

The use of recording devices of any kind in the Theatre/Cinema requires the prior authorisation of the management.

3. Patron Conduct

3.1 Smoking

Smoking is not permitted anywhere inside the School of Arts buildings, or within 4 metres of a pedestrian entry or exit in line with the NSW Smoke Free Environment Act 2000.

3.2 Objectionable Behaviour

Management reserves the right to caution in the first instance persons whose behaviour interferes with the enjoyment of other patrons. Persons who persist in disruptive or objectionable behaviour will be required to leave the premises.

3.3 Children and Infants

Council advocates the benefits of exposing young persons to the performing arts at an early age and recommends that parents explain basic audience etiquette to their children before visiting the Theatre/Cinema.

In relation to behaviour that is distracting to other patrons or performers, such as talking, moving around or otherwise behaving in a manner which interferes with the enjoyment of other patrons, staff will, in the first instance, caution children (or their accompanying adult). If disruptive behaviour persists, these patrons will be asked to leave the building.

3.4 Dancing

Dancing will be permitted in the auditorium only by prior arrangement with management.

5. Scope

To provide a safe and enjoyable facility for patrons to enjoy theatre and cinema activity.

6. Accountability, Roles & Responsibility

Elected Council

N/A.

General Manager, Executive and Management Teams

- Ensure the implementation of the policy

Management Oversight Group

- Manager Arts, Culture and Library Services

Individual Managers

- Arts and Culture Officer

7. Definitions

N/A

8. Related Documents, Standards & Guidelines

N/A

9. Version Control & Change History

| Version | Date | Modified by | Details |
|----------------|-------------|--------------------|---|
| V1.0 | 17/03/05 | Council | Adoption of Original Policy (Res No. 120/05)) |
| V2.0 | 26/09/12 | Council | Review/Amendment (Res No. 394/12) |
| V3.0 | 23/09/15 | Council | Review/Amendment (Res No. 303/15) |
| V4.0 | 23/08/17 | Council | Review/Amendment (Res No. 168/17) |
| V5.0 | 23/09/20 | Council | Review/Amendment (Res No. 196/20) |
| V6.0 | 26/10/22 | Council | Review/Amendment (Res No. 220/22) |