

## PERFORMING ARTS

### Box Office Policies

- I. No refunds or exchanges are offered for ticket sales. All sales are final
- II. Tickets at the box office will only be issued to the purchaser of the tickets.
  - a. A photo ID or confirmation is required in order for tickets to be obtained.
  - b. Tickets can be held under another name if permitted by the purchaser at the time of purchase
- III. All patrons entering the theatre (or lobby) **MUST** have a ticket, regardless of age.
  - a. University Performing Arts must comply with fire codes, capacity, and safety regulations. It is at the discretion of the client the amount of charge for infant or child tickets
- IV. We encourage all patrons with special accommodation needs (wheelchairs, walkers, etc...) to call the box Office beforehand to ensure that they are placed comfortably and appropriately.
- V. Complimentary and all special ticket requests must be solidified by the client at least 24 hours prior to the event time. All patrons/guests on complimentary lists must also provide a photo ID in order to obtain tickets from the box office. No exceptions
- VI. Box Office cannot accommodate special requests from clients or performers while conducting sales before show time.
  - a. All client and performer ticket requests must be secured in advance and prearranged if it's outside of normal operational hours.

### Front Of House Policies

- I. Parking at CSUDH is available to all patrons. Permits are required at all times. University Performing Arts is not responsible if you are cited due to no parking permit.
- II. University Performing Arts does not permit clients to re-arrange theatre furniture/equipment or vandalize theatre material. All necessary displays for your event must be free standing and may be placed on a provided easel, or your own displaying device. No taping of any kind is permitted throughout the theatre.
- III. No standing in aisles/ in front of emergency exits is allowed during performances.
- IV. Clients/Performers should not occupy or set up the audience/lobby area during rehearsals unless Theatre Staff is scheduled. A House Manager can be pre-arranged by the client if lobby use is needed during rehearsals.
- V. No tripods, selfie-sticks, baby strollers, balloons, or any other physical or visual distracting objects are allowed inside the theatre.

### Back Of House Policies

- I. No food or drink is allowed in the theatre, on the stage, wings, dressing rooms, or scene shop.
- II. The backstage communications system is for theatre staff only. If you provide a stage manager, they will be allowed to use the headset at the stage manager's console.
- III. No one but authorized theatre technical staff is allowed to rig or use the fly system.
- IV. All hanging scenery & backdrops **MUST** have a fire-retardant certification.
- V. All Hanging scenery is rigged at the discretion of the Theatre Manager, Technical Director and/or the Theatre Maintenance and Safety Technician.
- VI. The backstage men's and women's restrooms are **NOT** to be used as a dressing room.
- VII. University Performing Arts is not responsible for any packages you or your group have delivered here.