



**Utah State University**

CAINE SCHOOL OF THE ARTS  
PRODUCTION SERVICES

**Caine School of the Arts Production Services**

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**FRONT OF HOUSE  
POLICIES AND PROCEDURES**

**Performance Duties:**

Please refer to the House Manager checklist. House Manager will use two-way radio to keep in communication with the CSAPS Production Coordinator before, during and after the performance.

**Late Seating Policy:**

Latecomers will be seated at intermission, or the first appropriate break at the discretion of the performing company. On the night of the performance, production start time begins at the discretion of the Producer.

**Length of Performance:**

The CSAPS Scheduling Coordinator or Company Stage Manager will inform the House Manager of the length of the performance.

**Cameras and Recording Equipment:**

Cameras and recording equipment are not allowed in the CSAPS Performance Venues. Most performers have strict legal prohibitions written into their contracts against unauthorized use of cameras and/or recording equipment during their performance. Sometimes authorization is given to certain people like news people, critics, etc. Exceptions will be by the production company only and the House Manager will be notified.

Please instruct ushers to inform patrons and explain the policies. The House Manager may hold cameras and other equipment until the end of the performance. Signs will be posted to remind patrons.

**Electronic Devices:**

Pagers, cell phones, watch alarms and other electronic alerts need to be turned off. Patrons expecting emergency calls should leave their seat number and pager with the House Manager.

**Open House:**

The House Manager must communicate with the Company Stage Manager regarding when to open doors for patrons to enter into the house.

**Infant/Child Seating:**

A ticket is required for everyone entering the theatre, including children. **BABES-IN-ARMS AND CHILDREN UNDER 5 ARE NOT ADMITTED TO ANY PERFORMANCE UNLESS OTHERWISE ADVERTISED.** Patrons should use discretion in bringing children to live performances.

**Performers:**

Performers will not generally come to the lobby after the show unless otherwise notified by the performance company's manager. Audience members and other visitors are not allowed backstage before, during or after a performance.

**Ushers:**

The House Manager will begin the usher briefing TEN MINUTES after the report time. The briefing should cover:

- ROLL CALL – the House Manager will call roll, making sure all who signed up are present. He/she will also record any tardies or no-shows.
- USHER ASSIGNMENTS – the house manager will go over the usher assignments, verifying that all the positions he/she needs for the performance are filled.
- Show description, length and intermissions.
- House count, wheelchair seating and latecomer seating
- How to use assisted hearing devices
- Policies for children, photography, phones, pagers, etc
- Any other special information pertaining to the event that evening

Prospective ushers need to be certified at an usher certification meeting by a House Manager.

**Food/Beverages:**

No food and beverages are allowed in the theatre area. Ushers will stand at the theatre entrances from the lobby to enforce no drinks and food in the theatre with the exception of bottled water. Signs will also be posted so that patrons will be reminded.

**Wheelchair seating:**

Wheelchair seating is available in all CSAPS Performance Venues. Wheelchair patrons need to be escorted by an usher to their seat.

Any advanced notification of wheelchair reservations will be made available the night of the performance by the CSAPS Scheduling Coordinator.

**Merchandise:**

Merchandise that is not considered hazardous, distasteful or obscene may be sold in the lobbies of the CSAPS Performance Venues. All displays, tables and selling areas must be approved in advance by the CSAPS Scheduling Coordinator and must conform to all applicable fire and life safety codes.

**Emergencies:**

During an emergency such as alarm, fire, or bomb threat, the House Manager must coordinate with the CSAPS Production Coordinator and USU Police to instruct ushers on how to assist the audience in responding safely.

**Accidents:**

When accidents occur, the House Manager must complete an accident and liability report, including witness names and injured party's name. House Manager must be CPR certified. The House Manager must contact the USU Police Department with any life threatening accidents.

**Lobby:**

The lobby must be staffed at all times and the House Manager must be available to coordinate ushers, handle emergencies, and obtain instruction from renter and/or theatre management. When the House Manager needs to leave the area, an usher may be chosen to temporarily fill in for the House Manager.