

House Management Information Sheet

The Asper Centre for Theatre and Film is locked during evenings and weekends.

A Minimum of 1 House Manager and 2 Ushers are required for each public event

The House Manager must be present in the lobby at all times from a minimum of 1 hour before the public will be admitted into the theatre, until the time when the last of the patrons leave the building. The Asper Centre for Theatre and Film is locked during evenings and weekends.

USING OUR STAFF HOUSE MANAGER

Our House Manager will unlock the main building and theatre doors for your patrons and will:

- Be familiar with University of Winnipeg emergency procedures, contacts and facility amenities.
- Supervisor ushers (staff or volunteer) and provide professional direction for their operations
- Manage patron admission, safety and services and will remain in the lobby for the duration of your event to assist late comers and for security purposes.
- Will need to be provided with pricing information about your show and your admission requirements or restrictions.
- Will require any reservation lists, ticket stock, and cash float (for paid admission events) at least 1 hour before each performance.

USING YOUR OWN HOUSE MANAGER

(Keep a copy of this sheet with you for reference at ALL TIMES during the event)

Your House Manager will be required to have an access card and MUST be:

- Responsible for overseeing ticket distribution, maintaining safety of audience members and adhering to the rules of the facility and must be in attendance **in the lobby** throughout the time when patrons are in attendance during admission, the performance and while they exit.
- Responsible for any special seating arrangements that must be undertaken to accommodate patrons in wheelchairs – in coordination with the Supervising Venue Technician.
- Responsible for the conduct and facility orientation of user-provided ushers (including emergency procedures, fire extinguishers and washroom locations).
- Responsible for contacting Campus Security immediately in the event of any emergency situation. This includes any security concern, or the hearing of a building alarm.
- Notifying the Supervising Venue Technician immediately using the intercom system should assistance be required.
- Available to meet with a department representative **in advance**, to review facility access, emergency procedures, washroom locations, etc.

USHERS

- If the balcony is to be used for audience seating, 3 volunteer ushers will be required.
- Must be given facility orientation by House Manager, including fire exits and seating.
- May attend performances (unless required by the House Manager to remain in the lobby).
- Must be available to assist patrons exiting the theatre in the event of an emergency or illness.

FACILITY INFORMATION

SECURITY – EMERGENCY LINE (204) 786-6666 OR via the phone at the lobby desk

- SECURITY – Non-Emergency line (204) 786-9272
- Food and drink is not normally allowed in the theatre
- Capacity is NOT to be exceeded – **NO ONE is permitted to sit in any aisle or exit area**
- UPON HEARING A FIRE ALARM – **Facility MUST be evacuated IMMEDIATELY**