



FRONT OF HOUSE POLICIES & PROCEDURES 2019

Theatre is a collaborative art form – and the Fringe Festival is no different! Please read the following Fringe FOH Guidelines and Policies – they apply to EVERYONE.

Shows Will Always Start On Time

There is always no less than 45 minutes between Fringe shows at each Venue.
The 45 minutes breaks down like this:

15 minutes – Show 1 loads out/Audience of Show 1 leaves

15 minutes – Show 2 loads in

15 minutes – House opens, audience is let in for Show 2

Shows MUST end on time! Time is critical at the Fringe. The venue technician will give you a warning the first time you start late or run long. The venue technician has the authority to turn on the house lights and stop your show if you go over your allotted time, so when you're rehearsing and performing, please keep this in mind.

Latecomers

New this year: We are removing restrictions against latecomers.

Latecomers will be admitted into a show at any point when they have tickets and valid memberships.

Ticket sales will close five minutes after the show begins and at that point pre-purchased tickets and memberships must be present for late entry.

Each venue will have reserved seating for latecomers to minimize disruptions during the show.

However, to ensure there are minimal disruptions to shows we still encourage all audience members to arrive early. Please remind your guests it's recommended to arrive 30 minutes in advance of all shows.

Vancouver Fringe strives to create Theatre for Everyone and we believe this new policy is a positive step towards creating a more welcoming, barrier-free festival experience.

No Refunds!

The Venue Captain and Box Office Volunteers will NOT issue any refunds. The Box Office is YOUR revenue and we respect that.

Volunteers

Volunteers are the backbone of the Festival. The Vancouver Fringe utilizes over **500** volunteers to make the Festival function on a daily basis. Please treat them with respect because without them, we wouldn't have a festival. If you have problems with a volunteer, please speak to your Artist Services Coordinator and they will handle it accordingly.

- Venue Captains

Venue Captains are volunteers with strong leadership skills who have volunteered at the Fringe before or have other leadership experience. They coordinate and supervise Front of House activities and ticket sales at venues with their own Box Offices. They also supervise at various Box Office Stations. Venue Captains are selected through an interview process. They attend an additional training session and commit to a minimum of 8 shifts during the Festival. You can



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identify a Venue Captain at your show by their Fringe t-shirt and headset. They are the people you should book your Artist Comp Tickets with at the door or at your Box Office Station.

- Venue Attendants

Venue Attendants are volunteers with strong leadership skills who have volunteered at the Fringe before or have other leadership experience. They coordinate and supervise Front of House activities at Venues that do not have their own Box Office, whose ticket sales are sold through a Box Office Station. Venue Attendants are selected through an interview process. They attend an additional training session and commit to a minimum of 8 shifts during the Festival. You can identify a Venue Attendant at your show by their Fringe t-shirt and headset.

- Venue Specific Front of House Managers

Some venues require one of their staff members to be present at each show. They are paid personnel hired by the venue.

You will need to coordinate with a combination of the above three positions when at your venue and starting your show.