



## FRONT OF HOUSE POLICIES & PROCEDURES 2020

### Timeline Between Shows

Each show has **15 minutes for load in and 15 minutes for load out**. The venue requires the house to be closed for 1 hour in between shows for cleaning and sanitization. Artists are expected to wipe down/sanitize dressing rooms and backstage areas when they arrive and before they leave. The house will open 15-30 minutes before show time.

Here's an example:

<b>8:00pm</b>	Show 1 finishes/Audience leaves/ Venue staff begin cleaning the house
<b>8:15pm</b>	Show 1 finishes load out & sanitizing backstage
<b>8:45pm</b>	Show 2 loads in & sanitize backstage
<b>9:00pm</b>	Show 2 house opens
<b>9:30pm</b>	Show 2 starts

### Shows Will Always Start & End On Time

Shows **MUST** start and 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. When you're rehearsing and performing, please keep this in mind.

### Health & Safety

- Artists are required to wear a mask at all times except for when they are performing
- The primary contact of each production is required to sign and submit the Artist Assumption of Risk Waiver to the Fringe before the show's first performance. The primary contact will sign the waiver on behalf of their entire team.
- Artists should reference the Health Screening Questionnaire before arriving to shows each day and immediately disclose if any cast or crew answers YES to any of the screening questions

Patron-facing Health & Safety Guidelines can be found [here](#).

### Latecomers

**Latecomers will be admitted into a show at any point when they have tickets and valid memberships.** Ticket sales will remain open for ~30 minutes after the show begins. If needed, we will have reserved seating for latecomers to minimize disruptions during the show. However, to ensure there are minimal disruptions 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 policy is a positive step towards creating a more welcoming, barrier-free festival experience.



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### Refunds

The Festival is encouraging all patrons who are feeling sick or have been exposed to COVID-19 to isolate themselves and not come to any in-person events. In such cases, the Festival will offer ticket refunds. The Venue Captain and Box Office Volunteers will NOT issue any refunds. All refunds must go through our Box Office Manager at [boxoffice@vancouverfringe.com](mailto:boxoffice@vancouverfringe.com).

### Volunteers

Volunteers are the backbone of the Festival. Please treat them with respect because without them, we wouldn't have a festival. If you have a challenge with a volunteer, or feedback to share, please speak to your Artist Services Coordinator and they will follow-up 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 the venue.