

Listed below are our expectations of you (as event coordinator) and your club for a successful event in Washington Hall:

Staff

- Your group must provide all staff to handle the event. This usually includes:
 - 4-6 ushers (varies per event)
 - Events with assigned or VIP seating may require 8 ushers
 - 2 ticket staff (for sales and distribution)
 - Sound and light board operators (typically these are separate crew positions)
 - Stage manager to handle back stage duties
 - Any other necessary crew
- The stage manager will also serve as the main contact for the Washington Hall House Manager during your event.
- The ushers and ticket distributors will be assigned positions and given instructions by the Washington Hall House Manager and should be prepared to remain in these positions for the duration of the event. **As a result, it is important that they are not involved in the event in any other capacity and understand that they will miss some or the entire event.**
- Washington Hall Staff can offer instruction to the person(s) designated to operate the sound and lighting equipment. Please schedule a training session prior to the event date.
- We recommend that the sound and light operators, stage manager, and any other crew attend **all** rehearsals. This will allow them to be more familiar with the nuances of the event, enabling them to execute their responsibilities smoothly.

Ticketing

- Every event must be ticketed (even if it is free) so that we can tally an accurate attendance number. The maximum seating capacity in the Mainstage Theatre is 550. The capacity of the Lab Theatre is 100. Your audience may not exceed this capacity.
- Please keep track of the **total number of tickets that are distributed**. This includes any tickets distributed by your club members, tickets sold at LaFortune Box Office, or otherwise distributed. Also remember to add any reserved or special seats that will not be ticketed to that number. It is important for us to know the total number of tickets distributed **prior** to your event so we can determine how many may be distributed at the door. This number should be communicated to the House Manager 90 minutes before the start of your event.
- We suggest using the LaFortune Box Office or simply buying the DOUBLE roll of raffle tickets (available at Office Depot). The LaFortune Box Office will typically sell tickets up to 90 minutes prior to the start of your event. At that time, someone from your club should pick up any unsold tickets from their office and bring them to Washington Hall for sale at the door. Upon picking up the remaining tickets, it is important to obtain the number of tickets sold by their box office.
- Your group is responsible for providing money for change when selling tickets at the door for event. Please make sure to provide ample change. Washington Hall does not keep cash on hand and cannot provide change for your ticket or merchandise sales.
- It is up to your group to determine the duration of ticket distribution. We recommend that you continue to distribute tickets for the entire event, as there are usually latecomers.
- Washington Hall staff may not handle ticket sales. Any patrons arriving after your ticket staff has been released will be admitted free of charge as long as seats are available.

Event Day Arrival Times:

- The event coordinators should be the first people to arrive and the last people to leave.
 - Coordinators must check with the House Manager prior to leaving at the conclusion of the event.
- Ticket staff should arrive **one hour and fifteen minutes** before the scheduled start time.
- Cast and backstage crew should arrive **at least one hour before the scheduled start time.**
- Ushers should arrive **one hour** before the scheduled start time.
- All ushers and ticket staff should report to the first floor lobby when they arrive and will be given instructions by the House Manager.
- The front doors will be opened **one hour** before the performance to allow patrons to purchase tickets in the first floor lobby.
- Patrons will not be permitted to enter the auditorium until the house opens, after all of the ushers are in place and the House Manager has checked the auditorium. The standard time for opening the house for seating is **30 minutes** before the start time of the event.
- Performers and crew must stay off stage and out of the house once it is open for patron seating. This means that all preshow rehearsals must conclude before the house can open. Please plan accordingly.
- Please make sure all cast and crew know to enter through the stage doors (Door D, facing Cavanaugh Hall). For large groups the cast and crew may be required to show passes or ID to be permitted backstage.
- **No food or drinks are allowed in the auditorium or tech booth.**

Checklists to keep track of all your front of house and technical requirements are available upon request.