

# THE FESTIVAL THEATRE

## AUDIENCE CODE OF CONDUCT

FESTIVAL THEATRE

The Festival Theatre is a welcoming and inclusive space for our whole community to enjoy and we ask everyone to be kind to each other when they visit. Our wonderful team will always be courteous and helpful, we expect them to be treated with respect and kindness by all of our guests.



We will not tolerate any aggressive, abusive or drunken behaviour toward our staff, audiences or visiting artists.

We do hope that you enjoy your visit.

### OUR RULES

The Festival Theatre is a venue for 'public accommodation' not a 'public place' and a member of the public cannot insist on attendance.

- We expect all our visitors to treat our staff, audiences and visiting artists with courtesy and respect.
- We will not tolerate aggressive, intimidating, or insulting behaviour when visiting our venues, during phone calls to our team, in writing or in social media communications.
- We will not tolerate any language or behaviour that is offensive or discriminatory including that which is racist, sexist, homophobic, biphobic, transphobic or xenophobic.
- We will not tolerate any physical harassment towards our staff, audiences and visiting artists, including unwanted touching or physical contact.
- Any physical threats or bullying behaviour made towards another individual will lead to a permanent ban from our venues and may also be reported to the police.
- We will not permit anybody who is displaying drunken behaviour to enter our auditorium.
- We will not serve alcohol to any customer who appears to be under the influence of alcohol.
- We will not excuse aggressive or abusive behaviour on the grounds that it has taken place under the influence of alcohol.
- Any visitor who feels they are being subjected to aggressive or threatening behaviour from anyone at any of our venues, should immediately report this to a member of our team who will take you to a safe space and give you support and assistance.
- Smoking, vaping and the use of e-cigarettes is not permitted inside our theatre, or on the lawns which form part of the auditorium. At particularly dry times of year the estate may impose a smoking and naked flame (incl. candles) ban at any time. Failure to abide by this will result in persons being immediately ejected from the estate
- Children under 16 are welcome to attend the theatre but must be accompanied by an adult at all times.

- There are no cloakroom facilities at the festival venues. Patrons can leave buggies and large bags on the advice of the Front of House staff who can show you where to leave them safely, at your own risk during a performance.
- We kindly ask that, when exiting our premises, patrons do so in a manner respectful to our neighbours - those that live on the estate and the surrounding area.
- No animals are permitted on our premises with the exception of those required for assistance and those required for the artistic programme.
- If any visitor does not abide by the behaviour we expect as outlined in our theatre rules, we reserve the right to immediately eject them from the estate and/or ban them from using their membership and making any future visits to our festival.  
We will offer no reimbursement of financial loss that the guest will incur as a consequence of our need to take action.
- All managers must take appropriate action to enforce this Zero Tolerance Statement, reporting each incident to the festival directors, together with a statement of the action taken.