

USHER RULES & EXPECTATIONS

Reminders:

- If you can't attend a shift, please reach out to house@roundhousetheatre.org or call Zoe Harr at (240) 644-1394. Otherwise, please arrive at your scheduled time for a short orientation prior to the house opening for seating. If you are not feeling well, **please** stay home!
- **Attire:** Plan to dress neatly. Our preference is a solid white/dark top and black bottom/shoes. If you do not have black or white, navy blue or dark gray are acceptable substitutes.
- **Parking:** Automatically discounted parking (\$6 for the evening) is available weekdays in the LAZ garage across the driveway from the theatre. On Saturdays and Sundays, it opens at 1 p.m. (turn right onto Waverly and the garage is on the left). There is now a charge to park at the Montgomery County Waverly Garage on Saturdays. It is free on Sundays ONLY. Turn left onto Waverly (garage is between East-West Highway and Montgomery). Detailed directions and METRO information is available at this link: <https://www.roundhousetheatre.org/Your-Visit/Getting-Here>
- **Do not** use your cellphone while you are working. If you need to step out to answer a call or text, please let a House Manager know. Repeated use of cellphones on duty may result in not being invited back to usher in the future.
- Be respectful to patrons, HM, and fellow ushers. **Round House Theatre does not have tolerance for disrespectful behavior of any kind.** If you see/hear something, let a HM know.
- Ushers are not obligated to stay for the entire show. If you need to leave prior to the end of the show, please let a House Manager know and return your usher badge at the Box Office.
- You are entitled to a complimentary soda, tea, or coffee on the performance you usher followed by a 50% discount on any additional beverages. Consuming alcoholic beverages while you are working is strictly prohibited. Unfortunately, moving into the 2024-2025 Season, RHT is **no longer** offering 50% off on bar food.

House Rules:

- Drinks with lids (and water bottles) are allowed in the theatre. Food and open containers are not.
- For "Masks Required" Performances:
 - Masks on at all times inside the theatre.
 - No food or drinks in the theatre.
- No pictures or video during the performance or curtain call. Pictures of the set are fine.
- Assisted listening devices can be checked out at the box office.
- Self-service coat check is located next to the elevator.

Role Breakdowns:

- Seating:
 - Ushers will be positioned at the tops of aisles (upstairs and downstairs); there's no need to walk everyone to their exact seats (unless they need assistance), simple indication is fine.
 - Odd numbered seating on house left; even numbered seating on house right.

- Please be sure to look at the ticket and confirm the seat is correct.
 - If any major seating issues arise, please find a House Manager to help the patron.
 - If a patron has a walker or wheelchair, a House Manager will meet them at the entrance to the theatre. If the House Manager is busy, please seat the patron and move their walker/wheelchair to designated storage spot then mark the patron's seat number on a post-it note for the walker/wheelchair.
- Stage Guarding:
 - Ushers will be positioned at bottom of aisles on ground level to make sure patrons don't put anything on the stage. Ushers **must** return to those spots during intermission.
- Passing out Programs

Emergency Procedures:

- The evacuation area is at the statue across E/W highway. Ushers are **not** obligated to stick around but should be advised to generally guide patrons during their own departure from the building.
- First Aid kit is at the AED, Bar, and Box Office; AED is outside the theatre's entrance. In the case of a medical emergency, an usher is **not** obligated to assist unless they have prior medical experience.

Conclusions Checklist:

- Please return the usher badge at the Box Office before you leave.
- Usher comp tickets:
 - If you need to change their seat, alert a House Manager prior to the house opening.
 - **Please sit in the seat assigned to you**, as there is a strategic reason for your seat placement.

Equity, Diversity, Inclusion, & Accessibility (EDIA) Resources

- Round House is a theatre for everyone—a theatre of and for our community, committed to Equity, Diversity, Inclusivity, and Accessibility. We believe that engaging in the arts is essential to human experience and that arts education should be available to all. Therefore, we intentionally and rigorously work to break down barriers to attending, learning, and creating theatre—including those based in race, gender, sexuality, ability, and economics. We amplify voices that have been historically under-represented and under-resourced by the theatre field and strive to incorporate anti-racist and anti-sexist practices across all aspects of our work.
 - To read more about Round House's commitment to EDIA: <https://www.roundhousetheatre.org/about/equity-diversity-inclusion-and-accessibility/>
 - To learn about disability sensitivity: <https://www.youtube.com/watch?v=Xkz-UNuvve0>
 - For in-depth "Creating a Welcoming Environment" Resources: <https://theatrewashington.org/training>

Last Updated on October 8, 2024