

# Haymarket Theatre Door Policy

Drafted	10th November 2017
Reviewed	15th November 2017
Approved	1st December 2017
Next Review	1st November 2019

## Contents

### 1 Purpose

#### 1.1 Statement of intent

### 2. Policy

#### 3. How will the Door Policy be conveyed to customers

#### 4. Reporting of Disturbance

##### 1. Purpose

The Haymarket recognises,

The Haymarket theatre is fully committed to the safety of its staff, students and visitors and to this extent has invested in the security of its buildings and facilities. The purpose of this Policy is to regulate the management, operation and use of the door system at the Haymarket building/s.

The Door system is owned by the Haymarket theatre and will be subject to review on a bi-annual basis.

##### 1. Statement of intent

The Haymarket recognises its responsibility to ensure that all audiences, artists, employees and volunteers are treated with dignity and respect and that equality, diversity and inclusion are promoted throughout the organisation.

The Haymarket respects and values the social and cultural diversity of its audiences, artists, employees and volunteers and is committed to promoting equality in all areas of its operation.

In addition to meeting its legal and funding obligations, The Haymarket aims to:

Fully integrate Door Policy into the practices, procedures, operations and culture of the organisation

Ensure that this vision is promoted at every opportunity

Our Door Policy is endorsed by:

Directors, Employees, Volunteers and Students

## 2. Haymarket Theatre Door Policy

2.1 Age restrictions will apply on certain events. Customers should check restrictions when purchasing tickets to ensure valid entry.

2.2 We reserve the right to refuse under 16s if not accompanied by an adult (over 18 years) at all times

2.3 We reserve the right to carry out bag searches and individual searches of persons on entering the venue at any time. This is a condition of entry to protect the safety of the public and the venue.

2.4 Customers may be asked to produce their ticket at any time as proof of entry.

2.5 Each event will be risk assessed and will be staffed accordingly

2.6 We reserve the right to refuse entry to anybody carrying prohibited items. These items include but are not limited to:

- Alcohol (unless purchased inside the venue)
- Smoking (including electronic cigarettes)
- Animals (except assistance dogs)
- Bottles and glass containers
- Sharp objects
- Any item that could be a potential weapon
- Illegal substances
- Ammunition
- Forms of explosives (ie. Fireworks, flares)

2.7 We reserve the right to refuse entry to anybody who is deemed to be intoxicated or under the influence of illegal substances.

2.8 Smoking (including electronic cigarettes) is only permitted in designated areas outside of the building. Anybody smoking within the venue will be ejected without a refund under all circumstances.

2.9 We reserve the right to refuse entry to anybody who is behaving in an anti-social manner.

2.10 Physical violence and verbal abuse towards staff, other customers or artists is not permitted under any circumstances and will result in removal from the venue.

2.11 The venue shall not be held responsible for loss or damage of any individual's belongings which have been left in the venue unless as a direct result of staff negligence.

2.12 Distribution of any marketing or merchandise materials must be agreed with the venue management in advance. Any unauthorised distribution is not permitted under any circumstances and materials will be disposed of and access refused.

2.13 Certain areas of the building may be restricted to public access at any time. Anybody found within restricted areas will be removed from the building.

2.14 All venue safety policies must be abided by at all times.

2.15 Any urgent safety announcements will be made over the tannoy system.

### 3 How will the Door Policy be conveyed to customers

- Customers will find this policy on the website as part of the terms & conditions of entry.
- Certain terms & conditions will be printed on tickets.
- Challenge 25 posters will be on display in the bar areas.
- Posters will be displayed at the front doors stating that bag and random person searches are in operation.

### 4 Reporting of Disturbance

- Should a disturbance or criminal act take place, this will be reported immediately by stewards or SIA staff to the Front of House Supervisor. SIA staff will detain the individual and the Front of House Supervisor will then decide if it is necessary to contact the police.
- All disturbances will be recorded on the show information sheet that the Front of House Supervisor will fill out each evening that contains all other show information (ie. Audience numbers, start and finish times).
- Should a disturbance occur the Front of House Supervisor will take statements from staff involved before the end of the evening. These will be

filed with the show report to be accessed in the event of a customer complaint or a police investigation.