

O'Shaughnessy Front of House and Lobby Policies

The O'Shaughnessy FOH policies are in place to guide the client while keeping the needs, safety, and security of the patrons in mind with the intention of maintaining our facility

Lobby Decorations:

All decorations must be cleared by the Events Manager (Nora Bengel, njbengel@stkate.edu, 651-690-6743) and full list of decorations intended to be used in the lobby must be submitted one week prior to the event. Please alert the Events Manager of all items you intend to bring and display.

Displaying items in the lobby:

- Nothing may be hung on the glass windows or front doors of the facility.
- Anything hung on the brick walls must be done with Gaffers tape¹. The client can use Gaff tape from The O'Shaughnessy at an additional charge.
- Any additional lobby set up that needs to take place outside of three hours prior to curtain must be scheduled with the Events Manager. Tables may be moved when an O'Shaughnessy FOH Staff Member is available.
- The O'Shaughnessy has two wooden easels that can be used free of charge with a pre-reservation.
- The O'Shaughnessy has four 8-foot tables on the Main Floor and two 8-foot tables on the Mezzanine that can be used free of charge with a pre-reservation. These tables can have either white table cloths or black tablecloths with black skirting. Additionally there are two 6-foot tables that can be used on the Main Floor that can be covered with tablecloths. It is not recommended, for patron safety, that more than four tables be used in the lobby at a time.
- For events that are not ticketed by The O'Shaughnessy, the ticket selling window and the box office are not available.
- The O'Shaughnessy plays recorded music pre-show. A client is welcome to submit a CD for use during pre-show.
- If it is intended to use live musicians in the lobby pre-show, the Events Manager must be informed one month prior to the event date. The O'Shaughnessy House Sound Engineer may be brought in to assist.

¹ **Gaffer's tape** or **gaff tape** is a strong, tough, cotton cloth pressure sensitive tape with strong adhesive properties. It is used in theater, film, and television productions as well as during live performances and any other kind of stage work. While related to duct tape, it differs in that it can be removed cleanly because it uses a synthetic petroleum-based adhesive rather than a natural rubber adhesive. Gaffers tape can be purchased at most major hardware stores and at Theatrical Specialty stores.

Concessions and Merchandise Sales:

For all Public performances, The O'Shaughnessy sells concessions on the center/left side of the lobby near the left steps. For all students-only college events, no alcohol will be served. No concessions will be sold at student matinee performances or any commencement events. For any other public performances where it is requested that no alcohol is served, a fee of \$150.00 for main floor events and \$200.00 for full house events will be charged. In any event where it is requested that no concessions be served, a fee of \$500.00 will be assessed for main floor events and \$750.00 for full house events.

- Soda, water, beer, wine, coffee, tea, and cookies are available for sale. It is up to the discretion of the Events Manager whether or not additional items are sold from the concessions stand.
- If a client wishes to sell food or concessions, the Events Manager must be notified of what items will be sold; items that are viewed to be competing with the concessions sold by The O'Shaughnessy will not be permitted. Outside clients are not allowed to sell any alcohol of any sort due to MN state liquor license laws. Any concession sold by the client will be charged a 30% commission.
- Beverages are allowed in the theater, but no food is permitted in the theater. Outside beverages and food are not allowed in the theater at any time.
- Clients are welcome to sell merchandise in the lobby of The O'Shaughnessy. For all merchandise sold, The O'Shaughnessy collects a 20% commission.
- Groups who elect to pay their own taxes will be asked to sign off on a document stating they will pay the taxes on their merchandise.
- Clients planning to sell merchandise must notify the Events Manager no later than one week prior to the scheduled event. At that time the Events Manager will be told whether or not student and hourly staff members will be needed to sell merchandise.

Seating, Ushering and Non-O'Shaughnessy Ticketed Events:

The Front of House Department believes that patrons who choose to come to The O'Shaughnessy are our guests. Customer service is at the center of what we do, and it is our hope that patrons have an enjoyable, relaxing, and safe experience. In order to best meet the needs of our guests, we need some important information from the clients, especially if the client has elected to not use The O'Shaughnessy ticketing.

- Once tickets go on sale The O'Shaughnessy requests a report of ticket sales every two weeks; in the two weeks prior to the event, a ticket count is requested at fourteen days out, ten days out, five days out, and two days out.
- If a VIP section is being used, a rough number of VIP seats to be held must be reported fourteen days out and then five days out, with a final number required the day prior to the event. Persons with VIP tickets must also have a standard entrance ticket.
- Shows that are main floor general admission need to have a contingency plan in place should the main floor become full. Should an event need to use the balcony, there will be an additional fee assessed.
- The publicized start time will be the actual start time for the performance; if you anticipate or prefer the show to start after the published start time, please alert the Events Manager.
- The theater has twelve wheel chair spots available as well as twelve companion seats; please make certain that patrons with accessibility needs are identified so that we can properly assist them.
- Please let the Events Manager know if you would like the torn ticket stubs returned to you. Torn ticket counts are available after the intermission or one hour into the performance.
- Clients who choose to use the Quick Tickets system are strongly encouraged to use the reserved seating option.
- Due to safety and insurance issues, The O'Shaughnessy is unable to use volunteer ushers.

Student Matinees:

The O'Shaughnessy is happy to host student matinees; to ensure a successful experience we ask that all clients follow the below procedures.

- The O'Shaughnessy seats student matinees on a first come, first served basis. A reservation list is required 1 week prior to the performance and no changes will be accepted after 3 days prior to the performance. Once groups arrive, we ask that one representative check in with the personnel in the lobby that have clip-boards. There is no assigned seating, groups will fill from the front to the back of the house upon arrival. Please include ages and access need information. Sponsoring organizations may not promise preferential seating and may not assign particular seats to students.
- As schools reserve, they should report the number of buses they will be bringing to campus. If there are more than 10 buses anticipated at the performance the St. Paul Police Department may be contracted to help with traffic on Randolph. That decision will be left up to St. Catherine University Department of Public Safety.
- Information for teachers and bus drivers will be provided by The O'Shaughnessy and it is imperative that this information be passed on to teachers and bus drivers, this information is also on The O'Shaughnessy's web page at <http://oshag.stkate.edu/for-teachers/>
- All groups arriving for the school matinees will be required to check in, either in the lobby with the client or with The O'Shaughnessy staff on the buses. At check-in time, they will receive information about de-bussing. It is imperative that teachers remember their bus number; at dismissal, groups will be released by bus number.
- When instructed by The O'Shaughnessy staff, the group will de-bus and an O'Shaughnessy usher will meet the group at the door into which they have been instructed to enter. It is important that the group stay together and not stop for restroom breaks at this time. Once the group enters the theater, their assigned section will be denoted by general admission, filling the main floor first then the balcony. Any rearranging by the teachers will need to happen after the whole group is seated.
- At dismissal time, all persons should remain seated until bus number and school name is announced in the order of bus arrival. Once the first group of buses is filled, the remaining buses will pull forward and the remaining groups will be dismissed. Groups should not exit the theater until their bus number has been called unless they are from a homeschool group or arrived on their own.
- Once dismissed, everyone in your group should go DIRECTLY to their bus. Bathroom use is discouraged during dismissal.
- If a school wishes to eat lunch at The O'Shaughnessy, arrangements must be made with The O'Shaughnessy's Events Manager directly. Arrangements made with the presenting organization will not be honored.

Additional spaces:

- Any access to additional spaces including the Frey Theater, Green Room, Recital Hall, Dressing Rooms, etc...must be arranged contractually with the Production Manager. The Events Manager will not allow access to any non-contractually agreed upon space.
- Clients are not allowed to use the President's Box at any time. The President's Box is scheduled through The Office of the President of the University. The box may not be used by clients of the theater at any time for any reason. Only guests of the President may use this space to view performances.
- Arrangements are made through the President's Office and a representative of the President's Office will alert The O'Shaughnessy Executive Director or Events Manager of guests.
- The door into the President's Box is to be used only by O'Shaughnessy staff when there are no guests in the box
- The Stage Manager's booth is for the explicit use of the technical staff associated with The O'Shaughnessy and for a Stage Manager associated with the production, should the need arise. This booth houses equipment, projectors and cabling that make it difficult for people not directly associated with The O'Shaughnessy to maneuver quietly and in the dark.
- Occasionally, with pre-arranged permissions by the Executive Director of the O'Shaughnessy, The Production Manager, the Events Manager or The O'Shaughnessy House Technicians, clients may arrange for a photographer or videographer to use the center booth. If permission is granted, the photographer/videographer will be escorted by an O'Shaughnessy staff member in and out of the booth at the start of the show, at the intermission, and the start of the second act. As a courtesy to O'Shaughnessy technicians, the photographer/videographer will not be permitted to enter and exit the booth while the performance is underway.
- The televisions in the lobby are for the use of The O'Shaughnessy and will not be utilized at any time by the client without prearranged permission by the Executive Director of The O'Shaughnessy.
- Any reception held in the lobby or Green Room must have O'Shaughnessy staff on hand.
- If the event will serve alcohol, an O'Shaughnessy bartender must be on hand. The client will be charged \$15.00/hour per bartender.
- If needed, clients may purchase O'Shaughnessy stocked beer and wine, this must be arranged through the Events Manager prior to the event and will be subject to product availability.