

## STUDIO – Usher Guidelines

- Access to the Studio is gained via the staircase opposite the box office. For those with mobility issues access to the Studio floor is gained via the lift opposite box office.
- Toilets can be found on the first floor (the same floor as the Studio). However, these are single toilets. The next nearest toilets are the main toilets on the ground floor.
- The Studio uses a double door system. The outer doors will be held open by door guards in the same way as the level access doors at the front of the main auditorium. The inner doors are held open by clips. The Duty Manager will close these doors at the start of the show/film.
- When checking tickets look for **'Studio'** on the tickets above the row and seat number.
- Smoking, mobile phones, photography and video are not allowed in the studio except for official video.
- China and glass are not allowed in the studio. Drinks are only allowed in plastic/paper cups or plastic bottles.
- The seats in the Studio are all on stepped tiers (excluding the wheelchair row). Those patrons with mobility issues may require assistance to and from their seats. Only offer assistance within your own capability.
- Seats from the front row are removed to accommodate wheelchairs. These will be set before patrons enter.
- Once given the all clear ushers will need to pull across the curtain alongside the usher seat.
- The projectionist will dim the lights and start the film remotely.
- Should the need arise to evacuate the Studio there are two fire exits.
  - The first exit is the main entrance to the Studio (the way you come in). Please direct Patrons down the stairs and out the main doors to the assembly point on the far side of the access road.
  - Patrons with severe mobility issues or in wheelchairs should (if possible) be assisted last (so as not to block any escape routes) and remain on the landing as this is a refuge point. Theatre Staff who have been trained on 'Evac Chairs' will then assist these patrons from the building or wait for emergency services.
  - Should the main exit not be usable, the second exit is behind the screen. Ushers will need to direct patrons down the corridor formed by the curtains and around the back of the screen. The path is clearly sign posted and lit by emergency lighting to the Stage Door which has a push bar.
- At the end of the film/showing the projectionist will put the house lights up. Ushers will need to
  - Pull the curtain back by the usher seat
  - Open the doors using clips and door guards
  - Assist any patrons down from their seats that need assistance
  - Check that no-one has left anything behind and do a litter pick