



HIGHLANDER AUDITORIUM

390 N. EUCLID AVE. ♦ UPLAND CA, 91786 ♦ 909.985.9462 ♦ 909.982.2320 FAX
Stage Door: 850 N. San Antonio Ave. ♦ Upland CA, 91786

Regulations and Policies for use of Auditorium Facilities

I. Audience Attendance

1. The User agrees that they will not over sell, print or admit more than the Estimated Audience Attendance.
2. The District will provide safe conditions with restrooms for the Estimated Audience Attendance.
3. The User understands that at no time may a guest stand or sit or in any other way block an entrance, exit, stairway, or aisle way. If a guest is found to be blocking and said areas, the house manager will escort the guest to a seat or appropriate location.
4. Every guest must have a seat, regardless of age. NO EXCEPTIONS
5. It is the responsibility of the User to ensure that all special guests, participants, performers, etc. that will be sitting in the house during the event are included in the overall ticket count. These people must have their own ticket.
6. Unless the event is assigned seating, all events are first come first serve basis. There will be no reserved seating by the guests or user permitted. If seating needs to be reserved, the contract signer must arrange this with the house manager, no less than 20 minutes before the house opens.
7. For purposes of crowd control, tickets are required for all curtained events held at the Highlander Auditorium. **The User must use Highlander Auditorium to print their tickets.** Only Highlander Auditorium tickets will be accepted for admission to the event.
8. Ticket sales will only be sold utilizing the provided box office. At no time will tickets to the event be sold on the patio areas.
9. Signs, banners, or displays are not permitted to be nailed, screwed, tacked, or taped to any walls, doors, surfaces, or windows within the facility. These items will be removed, and appropriate charges necessary to refurbish the damage will be assessed to the User. An authorized Highlander Auditorium staff person must approve placement of these items.
10. All performers and client representatives shall adhere to standard theater etiquette. Therefore, loud, unruly behavior and/or obscenities will not be tolerated. Any person engaged in such behavior will be ejected from the facility.
11. The Highlander Auditorium House Manager is completely responsible for the operations of the lobby. The House Manager will be the only person to decide when

to open the house and will be responsible for enforcing all current policies. The House Manager may make decisions at their discretion.

II. Building Times

1. The start time, in which the user has booked the building, is the time the doors will open first to the user. Not the start of any rehearsal or show.
2. The start time should be approx. 30-45 minutes before the desired start of any rehearsal.
3. The start time should be approx. 90 minutes before the desired start of any show.
4. The stage door will open at the start time to the contract signer only. No member of the performing company or guest will enter the facility with out the contract signer being first to arrive.
5. The end time is the time the doors will close to the contract signer as the end of the day. Not the end of any rehearsal or show.
6. The end time must be at least 30 min after the desired end time of any rehearsal
7. The end time must be at least 1 hour after the desired end time of any show.
8. All time used beyond the contracted time will be billed in increments of 30 minutes rounding up to the nearest half hour.
9. Standard policy for opening the front of the house to the public is no less than 30 minutes and no more than 45 minutes prior to the performance. In cases of emergency or special circumstances, the opening of the front of the house may be held for a maximum of 15 minutes. The Highlander Auditorium reserves such a decision. Prior to opening the house, the contract signer shall be so notified by either the Highlander Auditorium House Manager or Production Stage Manager.

III. Production Crew Requirements/Information:

1. All use of the stage requires a Facility Manager. The number of additional personnel required is determined by Highlander Auditorium management based on the needs of the event.
2. All technicians have a minimum 4 hour call. If more that a 2 hour break is given during a call another 4 hour minimum goes into effect. There is a 2 hour minimum call after any 30 minute break.
3. All technicians are subject to overtime rates of 1.5 times their base rate after 8 hours worked in one day, and double times their base rate after 12 hours worked in one day.
4. All production crew members receive a 30 minute meal break after 5 hours of work if the work is scheduled fewer than 6 hours. The User's employees shall observe all meal breaks at the same time as the Auditorium's production crew members. During these breaks the entire building is locked down and work on the show must stop. These breaks must be calculated into the events full schedule, from load-in/setup, rehearsals, and performance, to load out.
5. The Highlander Auditorium requires a minimum of 48 hours notice to change call times. The Production Manager will attempt to accommodate any changes less

than 48 hours, but the User is required to absorb any additional costs. If a call time is canceled with less than 72 hour notice, the User will be charged a four hour minimum for each employee affected.

IV. Security

1. No smoking is allowed within the auditorium house, foyer, or backstage areas.
2. The Highlander Auditorium is not responsible for the loss or damage to any property brought into the facility or left in vehicles. It is the User's responsibility to secure all property belonging to or rented by the User. Security staff may be required at the expense of User when deemed necessary by the production manager.
3. No company or performance personnel may be in the seating area of the auditorium in rehearsal clothing, costume, or make-up when the house is open, except as an integral part of the performance or presentation at the actual time it is presented.
4. Absolutely no breaking curtain. Meaning, before and after the performance we do not allow any member of the house to cross onto stage via the apron stairs to enter backstage. Also, we do not allow any member of the performing company to enter the house via the apron stairs. We will not be able to open the curtain after the performance has finished, until the house is entirely empty of our guests.
5. No visitors are permitted backstage. Only performers and the staff of the performing company are allowed. Staff of the performing company including volunteers must be identified with either a wristband or lanyard.
6. Flash photography is STRICTLY forbidden.
7. All animals are not permitted within the house, dressing rooms, or backstage areas. Guests or clients with animals will be asked to remove their animal. Service animals are permitted as required by the American Disabilities Act.
8. The side doors in the house are emergency exits only, and will not be used as an entrance or exit at any time.
9. Vehicles are not permitted on campus. If loading or unloading is necessary, arrangements to get an on campus vehicle permit must be made with the production manager.
10. Helium Balloons are not permitted in the facility at any time. Decorative balloons must be approved in advance.

V. Concessions

1. Food and Drink are not permitted anywhere within the facility at any time. Bottled water can be allowed.
2. If food or beverage service is required, The Highlander Auditorium holds first right refusal and arrangements must be made 30 days in advance.
3. Alcohol is not permitted.
4. All items to be sold must be approved by the production manager.
5. Food and Drink (except water) is not allowed inside the dressing rooms, on the stage, in the auditorium, or to be sold. Food and Drink are allowed outside only, or in the conference room with prior arrangement. Non-compliance will result

in a \$100.00 charge per day, per room where evidence of food or drink is found. This applies to guests, but performers, judges, special guests, and employees and volunteers of the performing company as well.

6. Smoking of any substance or item is not allowed inside any area of the facility. Smoking is prohibited anywhere on campus. Non-compliance will result in a charge of \$100.00 per offense, per day. Evidence of smoking is determined not only by physical manifestation, but odor detection as well.

VI. Marketing

1. All advertising materials must state that your event is being held at *The Highlander Auditorium*. This includes but not limited to, flyers, t-shirts, programs, radio announcements, and television commercials.
2. The User permits Upland Unified School District to utilize photos of produced event for the purpose of archives, website, and portfolio.

VII. Contract Agreement

1. There will be no more than two people who may make decisions regarding the event by the User.
2. Only the defined contract signer(s) will be consulted adding or changing elements to the Users event.
3. The contract signer(s) will be the only one allowed to approve financial decisions.
4. It is the contract signer(s) responsibility for informing all performers, volunteers, employees, and guests about Highlander Auditorium Policies
5. User is required to pay the estimated bill of costs no less than 7 business days prior to your event.
6. All expenses acquired during your event will be billed to you with in 7 business days. Your final costs will be due and payable upon receipt.