

## **AAC POLICIES, PROCEDURES & RESPONSIBILITIES**

### Policies

1. Safe work practices are paramount and must be observed by staff and clients alike; including:
  - Good housekeeping**
  - Keeping fire extinguishers visible**
  - Immediate reporting of safety concerns**
  - Thoughtful use and storage of solvents, flammables and cleaning supplies**
  - Use of standard safety equipment and safe use of ladders**
  - Repairing and reporting of defective tools and equipment**
2. No food and drink is allowed inside auditorium or in carpeted areas.
3. Seating capacity must be observed.
4. Respectful and professional communication must be maintained at all times.
5. Concession sales (food and drink) are not permitted.

### Procedures

1. Before you arrive on the day of your event, staff will open up and light required rooms, greet crew, and review the details of your project or celebration.
2. When you arrive:
  - Your schedule will be confirmed, and facility checklists reviewed with you
  - Meal break times will be established and additional crew introduced
  - Technical and staging set-up will begin, and lighting/sound checks performed
3. Front of House volunteers provided by you will attend to ticket sales and patrons.
4. During your event, technical staff will operate venue equipment, and respond to performance or facility problems if they arise.
3. When the event is over and patrons have left:
  - Your team will proceed with clean-up of the stage, halls, lobby and any utilized rooms
  - You will remove any signage, props etc., UNLESS the booking includes a 'strike' day
  - Your group profile and event details will be recorded by staff
  - Lost/found items will be recorded and stored

**Please see ABOUT OUR SPACE for specific guidelines and checklists.**

### Responsibilities

#### **SECURITY**

Abbotsford Arts Centre will determine security needs, and schedule district-approved providers. The Client will be responsible for this expense.

#### **INSURANCE**

Abbotsford Arts Centre is owned by School District 34 and is not able to extend our insurance coverage to clients. Most groups already have the minimum required two million dollars in liability coverage. Clients must add School District 34 and the City of Abbotsford to their existing plans; or contact new brokers and arrange for coverage. Written proof is required.

#### **BOX OFFICE**

Abbotsford Arts Centre does not offer Box Office Services or a box office ticket system. It is the responsibility of each group to provide box office and front of house volunteers, and ushers.