



# Albany Theatre Code of Conduct

## (The Code)

We want your visit to the Albany Theatre to be as successful and happy as possible. Just like any theatre, the Albany is a working environment with potential dangers. The rules, advice and guidance set out in the Albany Theatre Code of Conduct (The Code) will help you to make the most of your visit and aim to keep everyone safe at all times. **They apply to everyone.** It is the visiting Company's responsibility to ensure all members of their Company and anyone else involved in their event fully understand The Code” and comply with the rules. Any term with a capital letter is explained in the “List of Defined Terms” at the end of this document.

We hope you enjoy your time at The Albany. Our staff work very hard to make all of our shows a success. We ask that you treat them with respect: they are entitled to work in an environment without threat or intimidation. Anyone who is aggressive, threatening, intimidating or violent to our team, to others in a visiting Company or to our audiences will be asked to leave the building and may be banned from the premises.

**NB the latest version of this document forms part of your contract. Please be aware that the theatre is a no-smoking environment. This includes e-cigarettes. No animals are allowed in the theatre without separate agreement, with the exception of assistance dogs.**

### **Before you arrive – things it is useful to know!**

	<b>Subject</b>	<b>Rule, Advice or Guidance</b>	<b>Comments and additional information</b>
<b>1</b>	We are arriving straight from work. Where can we eat?	In the Green Room only.	Please use the Green Room where proper facilities are provided. Please ensure that the kitchen area of the Green Room is made available for the use of ATT staff at all times. The consumption of food is not permitted in any dressing room, on stage or anywhere front of house, including the Foyer.
<b>2</b>	Can we have a drink backstage?	<b>No alcohol or any mood altering substance can be consumed, either prior to or during a show.</b> Drinks such as water, tea and coffee are of course permitted.	We cannot allow anyone who has consumed alcohol or taken drugs to be backstage. We operate a strict zero tolerance policy and anybody found to have broken this rule will be removed from the theatre. The theatre is potentially a dangerous environment and our insurance will be invalidated if an accident happens because of or involving for example someone who is under the influence of alcohol, whether this is consumed inside the theatre or outside. We have had to apply this rule in the past. It is distressing for those involved. Water is permitted in the dressing rooms but must be in a sports capped bottle.



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3	Can we provide our own technical staff to work on our show, for example for lighting or sound?	Yes – but only by prior contractual agreement. Any incoming technical staff <b>must</b> be AIMS qualified: an Accredited Incoming Member of Staff. This means undergoing a health and safety briefing and becoming approved by a member of the Albany staff.	Please speak to the Technical Coordinator about this if you need any clarification.
4	Can we change our technical specification on the day?	All technical requirements form part of your contract. Late requests for technical changes can be difficult to accommodate.	Please be aware that any changes on the day may compromise your planned performance. If you need to change something, of course we will always try to help, but some changes might not be possible (either for technical, timing or staffing reasons). Any change has to be approved by the Stage Manager (SM) or the ATT Technical Lead for your event. Please plan ahead and book appropriate time for your technical needs.
5	What is a technical rehearsal?	Technical rehearsals aim to get the show looking as brilliant as we can make it, setting sound levels and ensuring the lighting is plotted.	A technical rehearsal is when your show is run to plot the lighting and sound cues and ensure that all scenery can be removed on and off stage appropriately. You may be asked to stop the show at specific points and top and tail items. Technical rehearsals are not a band or a dress rehearsal, these should have separate time allocated to them on booking. You pay quite a bit more for us to provide technical staff to prepare your show, so please do not waste your investment. As far as possible we will endeavour to allow time for non-technical rehearsals. These are charged at a lower rate and are known as a dry hire, but no technical support is provided.



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6	Can we bring set and props for our event to the theatre?	Yes of course, but if combustible they must be flame proofed. Also, if there is a gap between rehearsal and performance days you cannot leave anything in the dressing rooms or in the Dock without prior agreement.	Yes these will be stored in the designated areas in the dock. All sets and props must be flame checked before positioning. We reserve the right to carry out spot-checks. If an item is not fire safe it cannot be used. We carry a small stock of fireproofing material but cannot guarantee to be able to carry out flame proofing. The theatre is used all the time, so the dressing rooms and Dock might be required for something else between your rehearsal and performance days, so please do not leave anything in the Dock or dressing rooms during this period. The Dock must be kept tidy and all designated walkways must be kept clear at all times for safety reasons.
7	The show may run over time. Does that matter?	Yes, it does. All events must finish before 22:30 unless arranged exceptionally by prior agreement. The Company is responsible for ensuring their run-time is as agreed.	Yes, we have to comply with the conditions of our Premises Licence, and also conditions laid down by our landlord. For example, one of our neighbours is Premier Inn; they give guests a “good night guarantee”. If any ATT event goes on beyond 10.30 we can’t be sure we will clear the audience quickly and so we might cause them problems. Also, we need to be fair to our staff and to your audience. Some people order taxis or lifts and if the show goes over time it is bad for our – and your – reputation. Please be warned; the SM can stop the show before all the content is presented if it overruns.
8	How many people can we fit backstage?	<b>The backstage limit is 100 persons including adults.</b> All dressing rooms have occupancy limits; these must not be exceeded. Your occupancy will be agreed as part of your contract. It is possible to use the theatre balcony as a holding area for excess numbers of performers (meaning of course that those seats cannot be sold).	All persons must use only Dressing Rooms for getting changed. There is a limit for each dressing room to comply with fire regulations, this includes chaperones, helpers etc. If we have agreed that you can use the Green Room as a temporary dressing room, the curtain must be drawn across (and on the windows) and anyone changing must do so behind the curtain. The Green Room is the communal area backstage for use by ATT staff for rest, recuperation and refreshments. The area by the sink and fridge must be kept clear at all times for access by ATT staff. The company can also take advantage of the facilities provided (but please follow the rules). An area of the dock can be used for quick changes only, if agreed at time of booking.



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<b>9</b>	Are there <b>accessible</b> toilets backstage?	<p>Separate male and female toilets are available on the first floor.</p> <p>Toilets must not be used as changing rooms and must also be left in a tidy state.</p>	<p>We are developing an accessible toilet on the ground floor but this is not operational at the moment. There is one in the foyer – we apologise that this is not very convenient.</p> <p>There are toilets backstage but these are upstairs by the stage area. Please note that all children under the age of 16 must be with a chaperone when using the toilets.</p> <p>If during your time at the Albany you need any additional supplies (bin bags, toilet paper, hand towels etc.) please contact a member of ATT staff.</p>
<b>10</b>	Can we use hair dryers or <b>straighteners</b> in the dressing room?	Yes, but all and any electrical items brought in by any member of the Company for use in any part of the theatre must have a current PAT test.	All electrical items must have current PAT testing and must be left unplugged when not in use. This is a strict requirement for safety and insurance reasons. The Albany Theatre can test and certificate equipment by arrangement – please ask.
<b>11</b>	Can we put up things like cast-lists back stage, or posters or pop-up banners Front of House?	Yes – but only with the permission of the Stage Manager (backstage) or Duty or Front of House Manager (FoH).	<p>We do not allow anything to damage any part of the fabric of the building, so nothing can be altered without prior permission. This includes putting up tape or blu-tack anywhere backstage, in the foyer or the auditorium without permission of the SM or Theatre Manager. Running orders or cast lists can be attached to mirrors using blu-tack.</p> <p>We understand that use of the theatre causes wear and tear, but any damage caused by unauthorised or reckless activity will be charged for.</p>
<b>12</b>	Can we sell programmes or other merchandise, or hold a raffle or bucket collection?	Only by prior agreement as part of your contract.	This has to be agreed in advance, as part of your contract. If it is not in your contract we are likely to say no for organisational reasons.



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### When you arrive

	<b>Subject</b>	<b>Rule, Advice or Guidance</b>	<b>Comments and additional information</b>
13	Can I park at the back of the theatre?	No parking is permitted at the back of the theatre at any time.	ATT only has a right of access to the land surrounding the theatre for loading and unloading. Anyone parking there will get a £100 penalty notice.
14	Can performers be dropped off at the back? Can parents drop children off?	No. Performers should enter through the Foyer, follow the signs and make their way to the Stage Door down the side of the building.	Any vehicle entering the area at the back of the theatre is liable to a £100 penalty notice.
15	When should I arrive?	You will have been given a time to arrive (known as a Call Time) by your Company Manager.	All company members must abide by the call times they are given, this includes musicians, performers and production team. If you have not been given a Call Time, ask your Company Manager what it is.
16	Does everyone have to sign in?	Yes please. Everyone involved in your event <b>must sign in and out</b> each time they enter or leave the building.  Everyone <b>must</b> use the Stage Door entrance whatever their role.	Yes everyone who enters the building must sign in. This is a safety requirement. The sign-in sheet becomes critical if we need to evacuate the building or the Fire Service needs to know the occupancy of the building in an emergency. This rule applies to <b>all</b> visiting Company members including performers, chaperones, technical staff and musicians. If anyone enters via any entrance other than the Stage Door – for example through the theatre doors – they will be asked politely to leave and to make their way round to the Stage Door. Please speak to the Stage Manager if you cannot find the signing in sheet for your Event.
17	How do we get in and out of the Stage Door?	The Stage Door will be staffed at all relevant times.	Everyone entering the theatre is required to sign in, and to sign out when they leave.



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<b>18</b>	Is the building secure?	<p>It is as secure as we all keep it – hence the advice above about keeping your door code safe.</p> <p>Dressing rooms have locks.</p>	<p>ATT takes no responsibility for any company property left on site. If you have any queries about security please speak to a member of ATT. We take security and safeguarding very seriously, so please do not be offended if you are asked for identification whilst in the building. Similarly, do not hesitate to challenge anyone who is not wearing a visible identity badge; if they are ATT staff they should be. The building is covered by CCTV to help us keep the area safe and secure. Images are recorded. Dressing room keys are available on request for a small deposit and fee.</p>
<b>19</b>	What's the Get-in?	<p>The Get-in is when all of the scenery and props arrive and are brought into the theatre and technical changes are made for the event (e.g. lighting).</p> <p>During Get-in no-one is allowed in the stage or Dock area without the permission of the Stage Manager.</p>	<p>The Get-In is the unloading and setting up of set in the dock or on the stage. Along with the Get-out, the Get-in is potentially the most dangerous time in the theatre, which is why the rules are so strict. The ATT SM, Tech Lead or Theatre Manager will be in charge of the Get-In. Anyone breaching the rules will be asked to leave.</p> <p>No one is allowed in the Dock or on the stage during a Get-in unless they are part of the authorised crew; if you walk on stage without authorisation you may be asked to leave forcefully but politely for your own protection.</p> <p>During Get-in/Get-out correct footwear (Steel Toe protective boots) must be worn at all times, including by visiting crew. It is the visiting company's responsibility to inform them of this.</p>



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## Staying safe on and backstage

	<b>Subject</b>	<b>Rule, Advice or Guidance</b>	<b>Comments and additional information</b>
<b>20</b>	Who is in charge?	<p>The Albany Duty Stage Manager (SM) is in charge back stage. S/he has the final say on all Health and Safety (H&amp;S) issues.</p> <p>The Albany SM is supported by the Albany Duty Manager</p>	<p>The ATT SM is in charge during the show and the ATT Tech Lead during the technical. This rule applies even if the Company brings their own Deputy Stage Manager (DSM) and/or Assistant Stage Manager (ASM).</p> <p>The SM will give a safety briefing including details of our evacuation procedures to all company members before any activity can start on stage. This is an important briefing that all members of the company including chaperones and any visiting crew must attend.</p>
<b>21</b>	Can we just go on to the stage?	<p>No-one can go on stage until clearance has been given by the SM. Before you go on stage ASK for clearance.</p>	<p>No you cannot go on stage without permission from the ATT SM and only after the safety briefing. This is all about safety. Heavy bars and the Safety Curtain (Iron) can be operated at any time. There is often equipment or scenery on stage. Ultimately, anyone ignoring this rule can be asked to leave the theatre.</p> <p>Please make yourself familiar with theatre terms: the most important in this context is the cry "Heads on stage". This warns a bar or the Safety Curtain (Iron) is being moved.</p>
<b>22</b>	Can we use pyros and other special effects in our show	<p>Yes – but only by prior contractual agreement.</p>	<p>Yes, but the use of Pyrotechnics must be rehearsed in a technical rehearsal prior to the performance and arranged at the time of booking to ensure appropriate staff are available. This is a safety requirement to ensure all members of the Company understand what is going to happen.</p>



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<b>23</b>	Can we use the theatre's microphones?	Yes - but only by prior contractual agreement. We will provide a member of staff to manage their use.	Yes but a member of ATT staff must supervise the mic table at all times. Microphones and radio packs are expensive, so we have to ensure they are being used correctly. Having a member of ATT staff on hand protects you against having to pay for any damage caused by misuse or abuse. We will provide new batteries for radio packs as required (chargeable).
<b>24</b>	Can I use my phone backstage?	The use of mobile phones backstage is prohibited for technical and safeguarding reasons.	No. If you are using radio mics, mobile phones can interfere with the signal and cause you sound problems. When children or vulnerable adults are involved, no photos are permitted, so please keep your phone off to avoid misunderstandings.
<b>25</b>	"Don't cross the Tab Line". What does that mean?	"Tabs" is the theatre name for curtains. The Tab Line is the line between the wings where the main curtains cross the stage. Do not cross this line unless this is part of the rehearsed performance.	Once the Tabs (curtains) are closed for an event they must never be used as an entry to or exit from the stage from/to the auditorium. Even if the Tabs are open, crossing the Tab Line is not allowed once the house is opened unless part of the performance. This includes before the performance, during the interval and after the show until the Tabs are removed. Please go around the outside of the building to enter by the Stage Door. Not only does this look hopelessly unprofessional it is potentially unsafe. Again, anyone ignoring this rule can be asked to leave the theatre.
<b>26</b>	Can I bring my drink on stage?	No! No liquids; no breakables such as glass or ceramics, no pressurised containers (such as hair spray) are permitted, nor are naked flames.	There must be no liquids on stage. Any drinks in the wings must be in a sports capped bottle.
<b>27</b>	Is there anywhere I can't go backstage?	Any area in the theatre marked as <i>Out of Bounds</i> or <i>No Entry</i> must be respected.	Please keep to designated areas for your own safety. Please stay in your dressing room until called. It reduces congestion and makes it less likely you will miss your cue.





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28	Can I walk around backstage in bare feet?	No flip-flops or open-toed sandals may be worn side stage during a rehearsal, tech or show, unless they are part of a performer's costume.	<p>If your performers are required to be bare foot please inform the ATT SM so that they can ensure all safety precautions are taken. The SM's advice should be followed. Only designated pathways should be used.</p> <p>Helpers and chaperones must not wear flip-flops or open toed shoes by the side of the stage.</p> <p>Please walk. NEVER run backstage.</p>
29	What is the Rake?	The rake is a gentle slope on the stage down towards the audience.	Since the rake is a slope it means that anything on stage with wheels must have brakes; chocks are not acceptable. Again, this is all about safety: without correct fittings wheeled items will not be permitted on stage. The ATT SM will have final say on this.

### The Get-out

	Subject	Rule, Advice or Guidance	Comments and additional information
30	What is the Get-out?	<p>The Get-out happens usually immediately after the final curtain. It is when all of the scenery and props are removed, and technical changes made for the event are reversed (e.g. lighting).</p> <p>During Get-out no-one is allowed in the stage or Dock area without permission of the Stage Manager.</p> <p>The Green Room and back stage dressing rooms remain available to you during Get-out.</p>	<p>The Get-out is the removal of the companies set and equipment from the theatre. Along with the Get-in, the Get-out is potentially the most dangerous time in the theatre, and the same rules apply. Anyone breaching the rules will be asked to leave. No one is allowed in the Dock or on the stage during a Get-in unless they are part of the authorised crew; if you walk on stage without authorisation you may be asked to leave forcefully but politely for your own protection. During Get-in/Get-out correct footwear must be worn at all times.</p> <p>Please note that all items must be removed from the theatre during the Get-out unless agreed otherwise as part of your contract. Anything left behind may be put outside the dock door for collection. ATT is not responsible for any item put outside in this way.</p>



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31	What do I do with my rubbish?	Use the bin-bags provided. All bin bags to be placed <i>in</i> the dock at the end of the Get-out.	Please put your rubbish in the bins and bags provided. It is a condition of your contract that you must leave Dressing Rooms and the Green Room clean and tidy, having emptied the bins. Additional bin bags are available from members of ATT staff.
32	I've broken something – what do I do?	Please tell us about it. Accidents happen, but if anything is broken through a lack of reasonable care the repair/replacement will be charged for.	<p>Please inform a member of ATT staff. The Albany Theatre is a working environment and we expect wear and tear, but there is a difference between that and careless or reckless damage. Repair of any damage caused to equipment, fitting and fixtures or the fabric of the building through a lack of care will be charged in full to the Company. Please encourage your Company to respect the building and equipment.</p> <p>Please do not put lipstick kisses on the mirrors. It is difficult to clean and can pose a health hazard (e.g. the transmission of Herpes Simplex). The cleaning of mirrors will be charged for.</p>
33	I've lost something – do you keep lost property?	Items found backstage will be stored for seven days	Lost property is kept for one week only. We don't have any storage space, so we can't keep things indefinitely. Please make sure your Company members know this.

Just like any organisation, the Albany Theatre Trust will not tolerate threats of violence, abuse (verbal or physical) or harassment. We have a duty to protect the health, safety and welfare of our staff. We take that very seriously. No form of abuse will be tolerated. An abuser will be asked to leave and could face being banned from the theatre. We **will** call the police if any individual/group behaves in an aggressive or threatening way towards our staff or audience members. Our staff and volunteers in turn will treat companies with respect.



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### **Defined terms**

**AIMS** – Accredited Incoming Member of Staff: someone who has undergone a health and safety briefing.

**ATT** – the Albany Theatre Trust, the name of the Charity that operates the Albany Theatre.

**Call Time** – the time you are asked to arrive at the theatre for your event or rehearsal.

**Company** – the organisation hiring or using the theatre for an event. The contract is between ATT and this organisation.

**Company Manager** – the named individual acting as the single point of contact between ATT and the Company.

**Deputy Stage Manager (DSM) / Assistant Stage Manager (ASM)** – as the names imply, each is directly managed by the Stage Manager (SM). The DSM is also often known as the show-caller with the responsibility for giving cues.

**Dock** – the area at the back of the stage for the storage of scenery etc. It can also be curtained off for use as a quick change area.

**Duty Manager** – the ATT member of staff with management responsibility for an event.

**Foyer** – the area in front of the public entrances to the auditorium. This area – and the toilets on the mezzanine floor above – is shared with other users of the building such as Premier Inn.

**Front of House** – the area in front of the Tab Line, i.e. the whole of the auditorium and Foyer area including the public toilets.

**Get-In/Get-Out** – the period when all set, scenery and props are brought in to the theatre and technical changes are made in preparation for the event.

**Green Room** - the communal area backstage for use by ATT staff for rest, recuperation and refreshments. It is also available to visiting companies.

**Pyrotechnics (Pyros)** – stage fireworks. They can only be supplied and operated by ATT and have to be ordered in advance.

**Rake** – a gentle slope on stage leading downhill towards the audience.

**Safety Curtain (also known as the Iron)** – this forms a fire barrier on stage. It has to be let in and out before the event begins. It is very heavily weighted and is potentially dangerous.



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**Stage Door** – as you look at the auditorium entrance from the Foyer, the Stage Door is accessed via the exit leading to the Ladies' public toilet, then out of the emergency exit door and down the side of the theatre. Access from the area at the back of the theatre is not permitted.

**Stage Manager** – an experienced member of ATT staff who is the authority at all times back stage.

**Tab Line** - the line between the wings where the main curtains cross the stage.

**Technical Lead** – for more technically complicated shows one of our staff – the Technical Lead - is designated to make sure we do all we can to help you achieve what you want within the bounds of what is possible at the Albany.