

THE SHAW GUILD

HOSTING HANDBOOK

April 2018
Version 7.1

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1 Purpose

The purpose of this document is to provide Shaw Guild members with a handy reference guide to assist them in understanding their roles and responsibilities as Hosts for Shaw Festival theatre performances.

The Shaw Guild Hosting program is of vital assistance to the day-to-day workings of the Shaw Festival. Shaw Guild Hosts greet theatre patrons and scan tickets in the lobby at each of the three theatre venues. Shaw Guild Hosts are often the first faces our patrons see as they enter the theatre lobbies and Hosts are to act as front line Ambassadors for the Shaw Festival.

A Host may be asked to host 4 to 5 performances between April and the end of the season, which falls in late October to mid-December (A Christmas Carol). The performance may be at any one of the three theatres from Tuesday (morning, afternoon and evening) to Friday (afternoon only). Shaw Guild Hosts do not host Friday evening performances or any during the weekend. Accordingly, our prime focus as Hosts is to ensure that our patrons enjoy the best possible theatre experience whether they are first time visitors or returning guests. Hosts are therefore expected to act in a professional, positive, pleasant, courteous and knowledgeable manner.

This Hosting Handbook includes information on hosting qualifications, requirements, and responsibilities and in the Addendum are detailed seating charts and particulars on each theatre venue as well as a Hosting Checklist which can be used for quick reference for Hosting duties. This Hosting Handbook is designed to ensure that Shaw Guild Hosts have all the information required to effectively fulfill their role and carry out their responsibilities.

For the 2019 Season a new on-line scheduling tool known as Better Impact will be rolled out to all members of the Shaw Guild. Full information and future training sessions will be implemented to facilitate utilization of this tool in 2019. Further details will follow during the 2018 season.

Any questions should be directed to the Shaw Guild Hosting Chair, Greg Fedoryn, who can be reached at 905-468-8964 or gregfedoryn@rogers.com

Contact information is also available at www.shawguild.ca

2 Background

2.1 The Shaw Festival

The Shaw Festival is a theatre company inspired by the work of George Bernard Shaw. It produces plays from and about his era and contemporary plays that share Shaw's provocative exploration of society and celebration of humanity.

We create unforgettable theatrical encounters at the Shaw Festival. Celebrating Two-Way Theatre, the Shaw Festival is a place where the audience has a real voice and is not excluded from any aspect of our work. Every patron is a partner in the creative process.

The Shaw Festival is one of the largest repertory theatres in North America producing multiple plays on each of our three stages.

The Shaw Festival's three theatres are:

- Festival Theatre
- Royal George Theatre
- Jackie Maxwell Studio Theatre

2.2 The Shaw Guild

The Shaw Guild comprises dedicated volunteers whose purpose is to assist and support the Shaw Festival in ensuring its continued viability and success.

The objectives of the Shaw Guild are to:

- Promote interest in, and support of, the Shaw Festival and its activities,
- Be visible in the community as supporters of the Shaw Festival, and
- Promote the support of the Shaw Festival by the community

Some 400 Guild Members, who share a common interest in theatre and a desire to contribute to the Shaw Festival and the community, are engaged in the Shaw Guild's volunteer activities. Their varied interests and skills provide the expertise and enthusiasm required for Guild projects.

This handbook provides information pertaining to the hosting volunteer activity. Further information on the Shaw Guild including other volunteer opportunities can be found at www.shawguild.ca.

3 Hosting Basics

3.1 Hosting Qualifications

The role of a Shaw Guild Host is to greet theatre patrons and scan tickets in the lobby at each of the three theatre venues and to be a front line Ambassador for the Shaw Festival.

Shaw Guild volunteers must meet the following qualifications in order to be a Host:

- A Host must be a **member in good standing** in the current Membership Year. The Membership Year starts January 1 and ends on the following December 31. Annual dues for membership or membership renewal are due and payable on January 1. To remain a member in good standing, the annual dues must be paid by January 31.
- New Hosts or those who have been absent for a period of time will be required to attend an **Orientation Session** prior to hosting again.
- A Shaw Guild member must complete the **Accessibility for Ontarians with Disabilities Act (AODA) training**, either by attending scheduled training sessions or by completing training online, before they may host. Instructions on completing the AODA training are provided during the Orientation Session.
- **Physical and cognitive capacity** is necessary. Hosts are required to stand unaided for extended periods (up to two hours) to greet patrons to the theatre and to scan and review the tickets quickly to ensure that the patron is at the correct theatre venue for the correct performance at the correct date and time.
- **Dexterity and some physical strength** is a requisite. The Host must be capable of using their hands to hold and use a bar code reader (which weighs approximately one pound) to “scan” the bar code on the tickets and return them to the patron once they have been reviewed and prior to the patron entering the venue. On some occasions, Hosts must visually review tickets.
- From time-to-time when required, Hosts must attend a **refresher session** to obtain updated information related to the hosting responsibilities.

3.2 Scheduling of Hosts

Shaw Guild Hosting Captains are responsible for scheduling Shaw Guild Hosts for Shaw Festival performances. Hosting Captains will begin calling volunteer Hosts in March. The names on the volunteer list will be members who have indicated they wish to be a Shaw Guild Host and who meet the Hosting Qualifications listed in Section 3.1 of this handbook.

A Host may be asked to **host 4 or 5 performances on average** between April and the end of the season, which falls in late October to mid-December (A Christmas Carol). The performance may be at any one of the three theatres during the time period of Tuesday to Friday afternoon.

Shaw Guild Hosts do not host Friday evening performances or any performances during the weekend. There are no performances on Monday.

A **Hosting Captain will make two phone calls** to the selected Host:

- The first call to **schedule** a Host(s) for a performance(s) during the specific period that is the Hosting Captain’s responsibility, and;
- The second call, which takes place a few days before the scheduled date to **confirm** the scheduling.

In the first call, the **Hosting Captain will provide the Host with the performance title, the date and curtain time of the performance, the theatre venue, the Host’s shift start time and the Hosting Captain’s contact information.**

The Guild's expectation is that the determining factor in accepting a Hosting assignment is the availability of the potential Host. While the Hosting Captain may attempt to accommodate a request to assist at a particular performance, it is not always possible to do so.

Should a Host consistently refuse to accept a hosting opportunity because they have already seen that particular performance, they will be removed from the hosting list.

Hosts should be adaptable to working with different hosting partners and it is expected that **experienced Hosts will assist in the guidance and coaching of new Hosts** and they will exemplify the "Buddy" practice being followed in the Shaw Hosting Guild.

It occasionally happens that a Host who has been scheduled to host a performance on a certain date must **change their plans**. In this situation, the Host must **contact and advise their Hosting Captain** as soon as possible. Hosts should never attempt to arrange their own replacement.

A Host who has committed to hosting a performance but who misses hosting that performance without advising their Hosting Captain prior to that performance will be removed from the hosting list.

It is the **Host's responsibility to report to the Hosting Captain if they are unable to perform the hosting responsibilities** due to a temporary or permanent inability to carry out their hosting duties as set out in Sections 3.3 and 3.4 of this handbook.

3.3 Hosting Requirements

The following are general requirements for every Shaw Guild Host while on duty.

Hosts should:

- **Be on time.** Hosts must arrive at the theatre and be in position at the time specified for their shift assignment
- **Be professional**, pleasant, friendly, helpful and knowledgeable. Remember that Shaw Guild Hosts are often the first contact the patron has with the Shaw Festival theatre and it should be a positive connection.
- Wear their **Shaw Guild name badge**.
- Observe the "business casual" **dress code**. For men this means casual dress shirt (with collar) and trousers. Women can wear a dress, skirt or tailored slacks and blouse or tailored pantsuit. No beach flip-flops, t-shirts, shorts or jeans please.
- Never wear any scented products (e.g. perfume, cologne or aftershave, etc.). Shaw Festival theatres are "**no scent**" areas.
- Never smoke. **Smoking is prohibited** in all Shaw Festival theatres.
- **Never chew gum**, however breath mints are acceptable.
- **Never critique** the show.
- **Be familiar with all three theatre venues** in order to respond to questions and to direct patrons to the correct seating area, assistive listening device pickup, washrooms and other lobby facilities as necessary. Please refer to Section 4.1 of this handbook for pertinent information for each theatre.
- **Be familiar with the show** being hosted in knowing the show's expected running time and scheduled intermission time.

Note: If during hosting, a Host sees any opportunities for improvement, they should not try to make any changes themselves. Instead, **suggestions** should be directed to the Shaw Guild Hosting Chair.

Note: House Managers will report Hosts who do not meet these requirements to the Shaw Guild Hosting Chair. The Host may then be removed from the hosting list.

3.4 Hosting Responsibilities

3.4.1 General Responsibilities

The following are general responsibilities for the Shaw Guild Host:

- **Hosts are required to arrive at the theatre venue and to be ready to start their assigned shift at the time specified below** Hosts must ensure they allow enough time to **find parking** so that they are not late. Shift start times are as noted below.

Festival Theatre

- Matinee 2:00 PM Curtain: 2 Hosts at 11:45AM and 1 Host at 12:45 PM
- Evening 8:00 PM Curtain: 3 Hosts at 6:15PM

Royal George Theatre

- Matinee 11:30AM Curtain: 2 Hosts at 10:15AM
- Matinee 1:00PM Curtain: 2 Hosts at 11:45AM
- Matinee 2:00PM Curtain: 2 Hosts at 12:45PM
- Evening 8:00 PM Curtain: 2 Hosts at 6:45 PM

Jackie Maxwell Studio Theatre

- Matinee 2:00 PM Curtain: 2 Hosts at 12:45 PM
- Evening 8:00 PM Curtain: 2 Hosts at 6:45 PM

- **Upon arrival at the Theatre, Hosts must immediately report to the House Manager** so the House Manager is assured that the required number of Hosts are ready and capable of performing their responsibilities. The House Manager cannot open the doors to the public unless and until all doors are manned.
 - Volunteers hosting at the Royal George Theatre make themselves known when arriving to gain access.
- Hosts are required to sign in upon arrival and to **receive instruction from the House Manager** related to the performance (e.g. length of performance, intermissions, etc.).
- The House Manager provides each Host with a **bar code reader**, which is used to scan the bar code on the patron's ticket to ensure that the patron is at the correct theatre venue for the correct performance at the correct date and time, as confirmed by an audible sound from the bar reader
- At this time, Hosts should also reacquaint themselves with the location of the box office, washrooms, seating, assistive listening device pickup location, refreshment locations, etc., for the theatre venue. Use the **Hosting Check List** in Section 4.2 of this handbook.
 - The Orientation Session provides instruction on how to use the bar code reader.
 - In addition to **actual tickets**, a patron may **print their ticket out via their home computer** printer. The Host scans the bar code on the computer printed ticket in the usual manner.
 - Additionally patrons may provide an **electronic ticket** on their phone. This can also be scanned.
- **Once the House Manager opens the doors to the public, Hosts are required to stay at their posts continually.** Any absence must be as brief as possible. A Host may be idle for

some of their shift but at any time must be available to greet patrons, scan tickets and answer questions.

- Once the House Manager opens the doors to the public, Hosts politely greet patrons entering the theatre lobby and use the bar code reader to “scan” the bar code on their tickets. Hosts should ensure that their Shaw Guild name badge is clearly visible. The House Manager will generally remain in the lobby area in order to address any problems or concerns that may arise.
- If the bar code reader indicates any **issue with the ticket**, the patron should be directed to the box office. Any questions from a patron about tickets should be directed to the box office. Hosts should not attempt to answer them.
 - If the patron is at the **wrong theatre** venue or at the wrong date or time, the Host may advise the patron accordingly.
- Any other issues arising with patrons should be directed to the **House Manager** for resolution.
- From time to time the **bar code reader may not operate properly**. If this occurs, the Host should advise the House Manager. It may be necessary for the Host to visually scan the ticket for correct theatre venue, correct performance, correct date and time.
- The Host should direct each patron to the **correct seating area** within the theatre and respond to questions e.g. location of box office, assistive listening device pickup, washrooms and other lobby facilities as necessary. Please refer to **Hosting Check List** in Section 4.2 and to Section 4.3-4.5 of this handbook for **pertinent information for each theatre**.
 - Tickets specify the seating location by Section, Aisle, Row and Seat. Shaw Guild Hosts should **direct the patron to the appropriate Section (orchestra or balcony) and door** to the Aisle as noted on the ticket. Errors result in very unhappy patrons and also on occasion, in undue hardship to patrons because of mobility issues.
Shaw Festival Ushers will direct the patron to the correct Aisle, Row and Seat within the theatre.
 - In the event a patron indicates concern regarding accessing their seat due to **mobility challenges**, the Host should refer the patron to the **House Manager**.
- The Host should **scan each ticket quickly** and respond quickly and accurately to questions in order to avoid lineups and delays.
- Some patrons may be **picking up their tickets** just prior to the performance. Hosts should direct these patrons to the box office.
- Just before curtain, the House Manager will retrieve the bar code reader from the Host and advise them that their shift has been completed. The Host is free to leave the theatre at the end of their shift. If tickets are still available for the performance, the **Host may purchase one ticket**, for cash, of \$20.00, from the House Manager. See Section 3.5.1 of this handbook for more details.

3.4.2 Marquee Seating at the Festival Theatre

The center section of row C at the Festival Theatre is referred to as *Marquee Seating*. Patrons who have purchased Marquee Seats have paid a premium for a **Marquee seating package** and are important patrons with the potential to become important donors to The Shaw.

The Marquee seating package includes:

- an excellent seat
- beverage vouchers for use during both the preshow and intermission
- the opportunity to visit the Macdonald-Heaslip Lounge

- a programme signed by the cast of the production
- access to a concierge service.



When hosting at the Festival Theatre and scanning patron tickets at the lobby entrance, you will receive a **prompt on the screen** of the ticket scanner when one of the Marquee tickets is scanned. The ticket will also be marked *****Marquee Seating***** as shown in the image above.

Please refer Marquee patrons to a representative at the **Membership Services Desk**, located by the Aisle 1 & 2 entrance doors, where they will be provided with their Marquee Seating package information.

3.5 Hosting Benefits

Shaw Guild Hosts selflessly **donate their time and talents to support the Shaw Festival** in ensuring its continued viability and success. In addition to the many personal benefits that Hosts derive from volunteering, including the satisfaction of successfully supporting the Shaw Festival, the opportunity to meet new people and the ability to make a valuable contribution to their community, Hosts may take advantage of the following two benefits.

3.5.1 Reduced Price Ticket

A Shaw Guild Host who is hosting a performance may purchase a ticket for themselves to that specific performance (if a ticket is available) at a **reduced cost of \$20.00** (in cash only, no cheques or credit cards) per ticket.

The **House Manager will advise the Host during their shift if a reduced cost ticket is available**. If the Host wishes to purchase a ticket for the performance, the Host advises the House Manager accordingly.

At the end of the Host's shift the House Manager will collect the \$20 and give the Host a seating chit. The Host must show the seating chit to the usher who will quickly direct the Host to the correct seat.

Note: a Host who wishes to purchase a reduced price ticket for the performance they have hosted does not have a choice of seating but rather **must accept the seat available** as advised by the House Manager.

3.5.2 Parking Pass When Hosting at the Festival or Studio Theatre

The Shaw Festival provides a parking pass for the Festival Theatre parking lot to Shaw Guild Hosts to use when they host a performance at the Festival Theatre and Jackie Maxwell Studio Theatre

Hosts must obtain a parking pass from the Festival Theatre's House Manager on an annual basis unless the Host has an annual parking pass from a prior year. As the annual parking pass is not specific to a calendar year, an existing parking pass may continue to be used by Hosts throughout the 2018 Season. The Host, when arriving at the parking lot, should advise the parking attendant that they are hosting a performance, show the attendant their Shaw Guild name tag and proceed to park their vehicle and place their parking pass on the dashboard in order to avoid getting a parking ticket.

If a Host does not have an annual Parking Pass, this pass is obtained the first time they host at the Festival Theatre/Jackie Maxwell Studio Theatre in a given year. To obtain a parking pass, the Host, when arriving at the parking lot, should advise the parking attendant that they are hosting a performance, show the attendant their Shaw Guild name tag and proceed to park their vehicle. Once parked the Host must proceed to the House Manager's desk, give the House Manager their license plate number and obtain the parking pass. The Host must then return to their vehicle and place the parking pass on the dashboard in order to avoid getting a parking ticket. Once the Host has a parking pass, they continue to use the same pass during that year each time they host at the Festival Theatre/Jackie Maxwell Studio Theatre. They show it to the parking attendant upon arrival and must display it on their dashboard to avoid getting a parking ticket.

4 Hosting Venues

The content of this section will provide Hosts with the information required to respond to most patrons' questions.

4.1 General Information Applicable to all Theatres

The following information pertains to all three theatres.

- **Assistive Listening Devices:** Some patrons have difficulty hearing the actors on stage and may ask for an Assistive Listening Device (ALD) headset. There is an infrared sound amplification system installed in all the theatres which amplifies the voices, etc. on-stage and sends them directly to the headsets, thus making it easier for the patron to hear. It is similar to a hearing aid, but without the background interference. The ALD headsets are kept at the House Managers or Assistant House Managers desk. There is no charge for this rental, but there is a jar for contributions which are not compulsory.
- **Vertigo:** Some patrons may not be comfortable with heights. Some patrons may find the stairs steep and difficult to navigate. If a patron does express their concern, the Host should direct the patron to the House Manager.
- **Falls/Injuries:** If someone falls on the theatre premises, inquire if they are hurt and offer assistance. The Host must report the incident immediately to the House Manager. If the patron appears to require assistance, the Host should stay with, and comfort the patron until the House Manager arrives.
- **In case of fire:** All theatres are equipped with a fire alarm system and the Shaw Festival staff is trained in evacuation procedures. In the event of a fire and evacuation, Hosts should stay calm, assist the Shaw Festival staff if asked; otherwise leave the building in an orderly manner with the patrons.
- **Power Failure during Performances:** All theatres have backup power capacity including emergency lighting in the event of a power failure. Depending on the reason for the power failure, temperature and other factors, the performance may still continue. In the event the performance is terminated, Hosts should assist the Shaw Festival staff if asked; otherwise leave the building as directed by the Shaw Festival staff in an orderly manner with the patrons.

4.2 Hosting Checklist

Before Hosting check with the House Manager to be sure you know these things

About the Play:

- At what time is intermission?
- How long is it?
- What time is the play over?
- Are there any extra before or after activities?
 - Chat with actors, etc.

About the Theatre:

- Washroom location
- Refreshments available
- Food available
- Coat Check

Accessible Facilities:

- Seating
- Elevator
- Washrooms
- Assistive Listening Device pick-up
- Where to store walkers or other devices

Tickets:

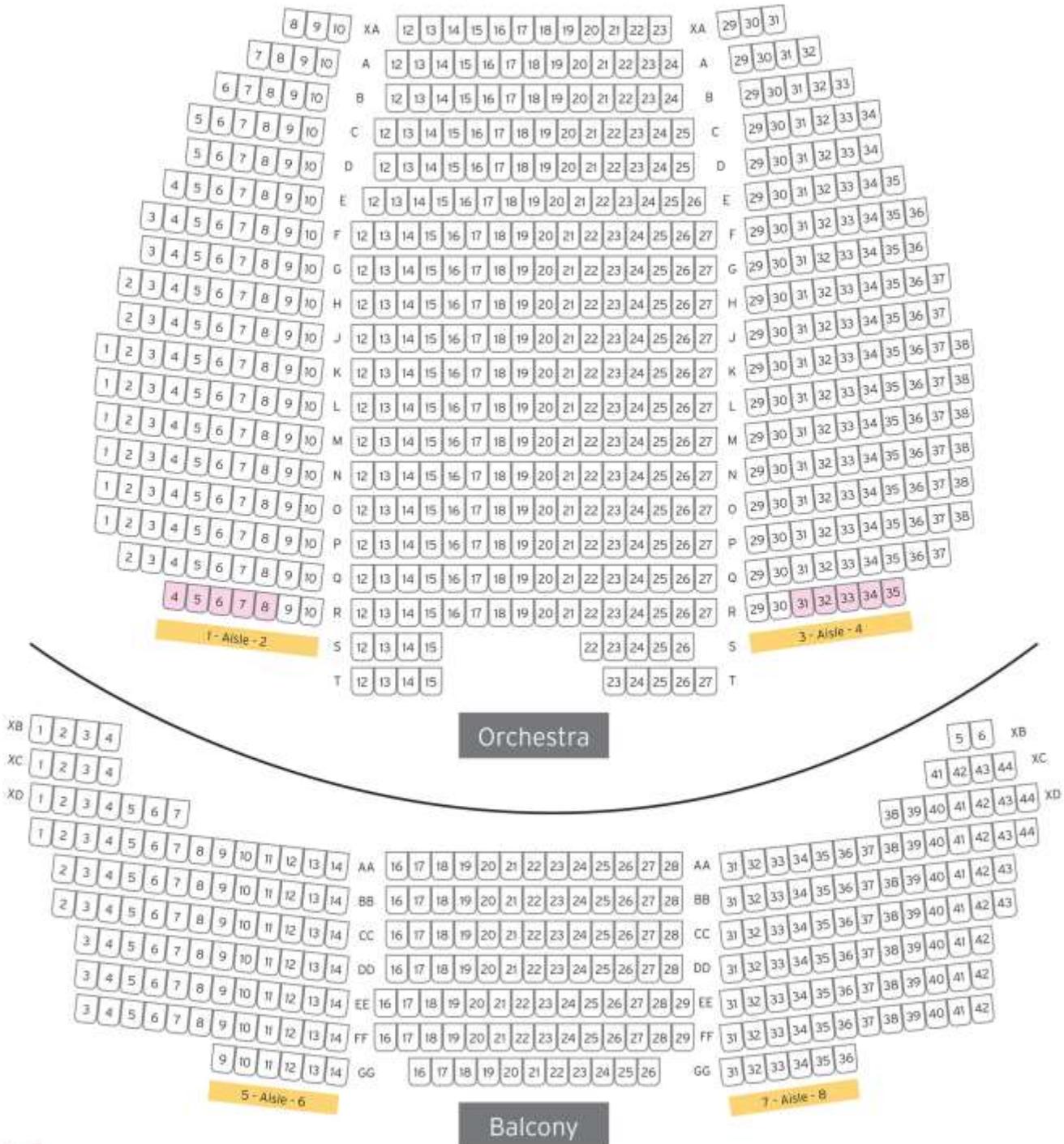
- Which door
- Balcony
- Any special ticket seating (Marquee Seating)

4.1 Festival Theatre

The Festival Theatre is the Shaw Festival's flagship theatre and is located at 10 Queen's Parade.

FESTIVAL THEATRE 10 Queen's Parade

STAGE



Special Access Seating

Location of Box Office

- The box office is located on the right side of the box office lobby, just past the accessible washroom.

Location of Washrooms

- Washrooms are located across the far side of the main lobby on **each side of the bar**, ladies on the right, men's on the left.
- There is a **wheelchair accessible washroom located just inside the door to the box office lobby** on the right side.
- Both ladies and men's washroom are located across the far side of the **balcony lobby**. The balcony stairs are located on the right side of the main lobby.

Parking

- Parking is available at the Festival Theatre for a **posted fee per performance**. Limited parking for people with disabilities is also available for the same fee.

Mobility Access

- The Festival Theatre orchestra seating is at street level and accessible to patrons with wheelchairs. **Special access seating for wheelchairs is located in Row R of the orchestra level. (Shown in pink on Seating Plan)**. On both the orchestra and balcony, there are some stairs down to most seats (excluding special access seating in Row R). **Balcony seating is not accessible** to those with restricted mobility because there is a flight of stairs up to the balcony and **no elevator**.
- **Hearing Assistive Devices** are available at the **Coat Check** to the right in the Lobby, just inside the doors.

Refreshments

- **Bar and food service is available** in the Festival Theatre Lobby Café **prior to curtain and during intermission**. Patrons can pre-order all food and drinks for intermission. The café is open at noon, prior to 2:00 PM performances and at 6:30 PM, prior to 8:00 PM performances.
- There is a **refreshment stand in the upper lobby**, which is available only during intermission.
- Bar service is available on the **outdoor patio** near the Members Terrace (weather permitting).
- **Patrons are allowed** to take bottled water and wine from the bar (served in a plastic covered cup) into the theatre. No food or other beverages are allowed.

Seating

- Tickets specify the seating location by Section, Aisle, Row and Seat. **In the Festival Theatre, Shaw Guild Hosts should direct the patron to the appropriate Section (orchestra or balcony) and door to the Aisle as noted on the ticket.** Shaw Festival **Ushers** will direct the patron to the correct Aisle, Row and Seat within the theatre.
 - On the ticket, the Section will display with a prefix of either **Orch** (orchestra) or **Balc** (balcony).
 - **Hint:** The Row will also assist the Host in determining if the seat is in the orchestra or balcony; Rows in the orchestra are noted as single letters A to T and XA, XB, XC and XD while Rows on the balcony are noted as AA, BB, CC, DD, EE, FF and GG.
 - On the ticket, the **Aisle** will display as **1, 2, 3 or 4 for the orchestra** and **5,6,7, or 8 for the balcony levels**. The door to Aisle 1 and 2 is located on the near side of the main lobby and balcony lobby while the door to Aisle 3 and 4 is located on the far side.
 - **Special Access Seating is located in Row R in the Orchestra on the side Aisles.**

Location of Shaw Guild Hosts

- Hosts stand just inside the main doors to the lobby and scan tickets there.

Other Amenities

- For the Matinee 2:00 PM Curtain Tuesday to Sunday, Shaw Guild **Greeters** meet buses in the Festival Theatre parking lot, welcome the patrons and direct them toward the Festival Theatre doors.
- An **outdoor patio** overlooks beautiful gardens and grounds, which are ideal for a stroll.
- **The Shawp**, the Shaw Festival's retail shop located on the left side of the box office lobby, sells handmade creations from Shaw Festival and Niagara artisans, giftware, jewelry, music, books, scripts, stationery and theatre wear. The Shawp gift certificates are also available.
- **Shaw Members** at all levels are invited to enjoy refreshments (coffee, tea and water) on the Members Terrace during intermissions.

4.1 Royal George Theatre

The Royal George Theatre is modeled after an Edwardian opera house and is located at 85 Queen Street.

ROYAL GEORGE THEATRE

85 Queen Street

STAGE



Location of Box Office

- The box office is located on the **left side of the lobby**. The box office also has window access to the street. The Host should check with the House Manager to see if the window access to the street is open in addition to the lobby access.

Location of Washrooms

- Washrooms are on the **basement** level via the stairway located on the right side of the lobby.
- There is a **wheelchair accessible washroom** located behind the shop next door to the Royal George Theatre. It can be accessed through the house **right exit door within the theatre**. Hosts should advise the House Manager if a patron requests the wheelchair accessible washroom and the House Manager will ensure access.

Parking

- Parking is not available at the Royal George Theatre. Patrons must find street parking.

Mobility Access

- The Royal George orchestra level is four steps above street level. **Special access seating is now located at the end of Rows A,B,C,D,M,N,O,P on the right hand side of the orchestra level. (Shown in pink on Seating Plan)**. An **automatic wheelchair lift** to the orchestra level is located near the front entrance doors. Hosts should refer requests to use the lift to the **House Manager**.
- **Balcony seating is not accessible** to those with restricted mobility because there is a flight of stairs up to the balcony and **no elevator**. The balcony stairs are located on the right side of the lobby.
- **Hearing Assistive Devices** are available in the lobby, at the drink kiosk.

Refreshments

- Bar and snack service is available in the **basement lounge** prior to curtain and during intermission.
- Patrons **may take bottled water and wine in plastic sealed cups** from the bar into the theatre.
- A small kiosk with drinks and snacks (no alcohol or hot drinks) is available in the **lobby** prior to curtain and during intermission. Hearing devices are also available here.
- During intermission, a **wine bar** is available in the outdoor patio situated behind the Royal George (weather permitting). It can be accessed through the house right exit door within the theatre.

Seating

- Tickets specify the seating location by Section, Aisle, Row and Seat. **In the Royal George Theatre, Shaw Guild Hosts should direct the patron to the appropriate Section (orchestra or balcony) and door to the Aisle as noted on the ticket.** Shaw Festival ushers will direct the patron to the correct Aisle, Row and Seat within the theatre.
 - On the ticket, the Section will display with a **prefix of either Orch (orchestra) or Balc (balcony)**.
 - **Hint:** The Row will also assist the Host in determining if the seat is in the orchestra or balcony; Rows in the orchestra are noted as single letters A to Q while Rows in the balcony are noted as AA, BB, CC and DD.
 - **On the ticket, the Aisle will display as 1 or 2 for the orchestra and Aisle 3 or 4 for the balcony levels.** The door to Aisle 1 is located on the left side of the main lobby and the balcony lobby while the door to Aisle 2 is located on the right side of each.

Location of Shaw Guild Hosts

- Hosts stand just inside the main doors to the lobby at street level and scan tickets there.

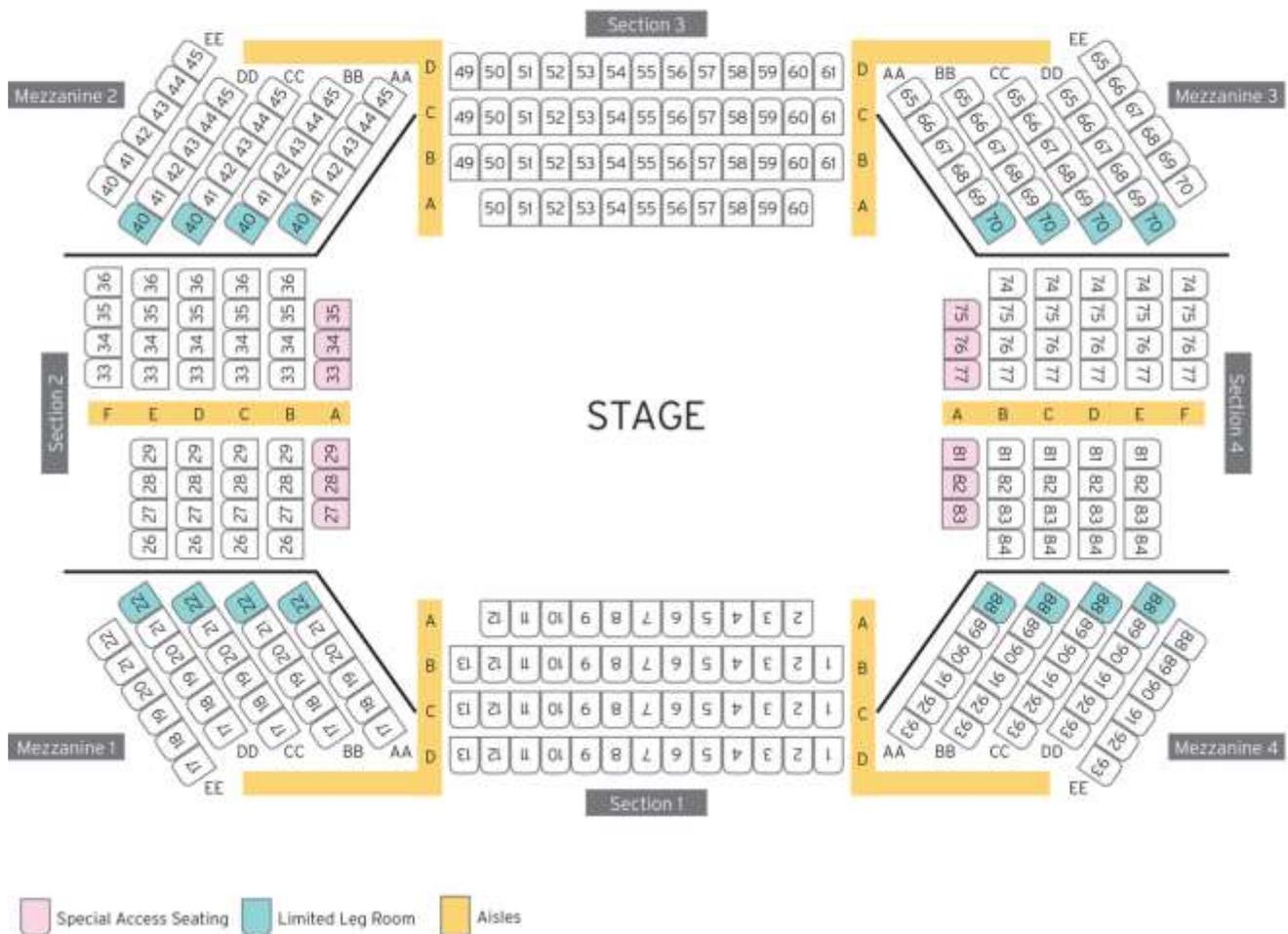
Other Amenities

- An **outdoor patio garden** is situated behind the Royal George. A wine bar is available there during intermission. It can be accessed through the house right exit door within the theatre.
- **Accessible washrooms** are in the same area.

4.1 Jackie Maxwell Studio Theatre

The Jackie Maxwell Studio Theatre is an intimate space with approximately 300 seats and is located at 10 Queen's Parade, which is the same location as the **Festival Theatre but is accessed via the Production Centre entrance**. The theatre is located at the far right hand side of the lobby.

JACKIE MAXWELL STUDIO THEATRE 10 Queen's Parade



Location of Box Office

- The desk just **inside of the Production Centre to the left** of the door is used as the box office.

Location of Washrooms

- Washrooms are located near the theatre on the **left side of the hallway**. These washrooms are wheelchair **accessible**.

Parking

- Parking is available at the **Festival Theatre parking lot** for a posted fee per performance. Limited parking for people with disabilities is also available for the same fee.

Mobility Access

- The Studio Theatre orchestra seating is **at street level** and accessible to those with restricted mobility including wheelchairs. Special Access Seating for **wheelchairs is located in Row A of the orchestra level in Section 2 and Section 4. (Shown in pink on Seating Plan)**. Stairs are required to access the majority of seats.

Refreshments

- Bar and snack service is available in the Studio Theatre **lobby** prior to curtain and during intermission.

Seating

- Tickets specify the seating location by Section, Aisle, Row and Seat. **In the Studio Theatre, Shaw Guild Hosts should direct the patron to the theatre doors, which are located on the far right hand side of the lobby.** Shaw Festival Ushers will direct the patron to the correct Aisle, Row and Seat within the theatre.

Location of Shaw Guild Hosts

- Hosts stand **just inside the entrance** of the Production Centre doors and scan tickets there.

Other Amenities

- An outdoor **patio** overlooks beautiful gardens and grounds, which are ideal for a stroll.
- The **Shawp**, the Shaw Festival's retail shop located on the left side of the Festival Theatre box office lobby, sells handmade creations from Shaw Festival and Niagara artisans, giftware, jewelry, music, books, scripts, stationery and theatre wear. The Shawp gift certificates are also available.