

FICHANDLER STAGE

“The Heiress”

Information for Ushers



SPECIFIC INFORMATION FOR “*The Heiress*”:

Show Length: The run time is approx. 2 hours and 55 minutes long, which includes one 15-minute intermission. Act 1 is an hour and 20 minutes. Act 2 is 1 hour and 20 minutes.

Late Seating Break: Late seating breaks are times during the show when the Director would like us to take late patrons to their seats.

Aisle Ushers will seat late patrons at the late seating breaks.

We have ONE late seating break for this show:

- The late seating break is approximately 25 minutes into the first act after the first scene has concluded.

Please test your flashlight before the show begins. Aim your flashlight at the ground when you turn it on. Make sure your flashlight is off when the show starts, but are handy for late seating.

Warnings for the Show: There will be open flame candles onstage, simulated cigar smoking, flying windows (this will be discussed further in the usher meeting), and actor entrances through the South East door.

Sound in the theater: Please make sure to turn off your cell phone. Once the show begins, please do not walk around the promenade – stand still until the Late Seating Break so you do not distract from the show. Ushers assigned to aisles should remain at their aisle until the Late Seating Break. Scanners and Direction-givers should wait in the corners of the theater against the wall – please do not block the doors.

No walking on the stage: There is a railing in front of row A on all sides separating the audience from the stage. Seats have been taken out in front of Aisle 1 and Aisle 7. Patrons should not hang their coats or put their feet on the rails. Only actors and crew may step on the stage – your house manager will address this at the usher meeting.

House Rules:

1. **No food is allowed into the theater.** Drinks in plastic and paper are allowed. (Please ask patrons with glass bottles to get a plastic cup from the concessions stand.) Patrons with left-overs from dinner can leave them at the Coat Check. Scanners and direction givers are to return to the doors at intermission to make sure no food comes in.

2. **Rules for electronic devices:** We do not allow photography or recording during the performance. However, pre-show at intermission and after the show, patrons can take photos of themselves in their seats. We ask that if you see a patron take a picture, do not approach the patron – let your House Manager know. Aisle ushers should go up and down the stairs with signs just before the show begins and again just before intermission ends to remind patrons to turn off electronic devices.

3. **Patrons with Walkers/Canes/Wheelchairs:** If you take a patron's walker (or other assistive device) at the beginning of the show to stow it for them, you are then responsible for returning it to the patron at intermission, AND after the performance has concluded. You will be that patron's personal concierge for the evening. Please store walkers, wheelchairs and chairs in the corners of the walk-around (please ask your House Manager if you need clarification on this).

General notes:

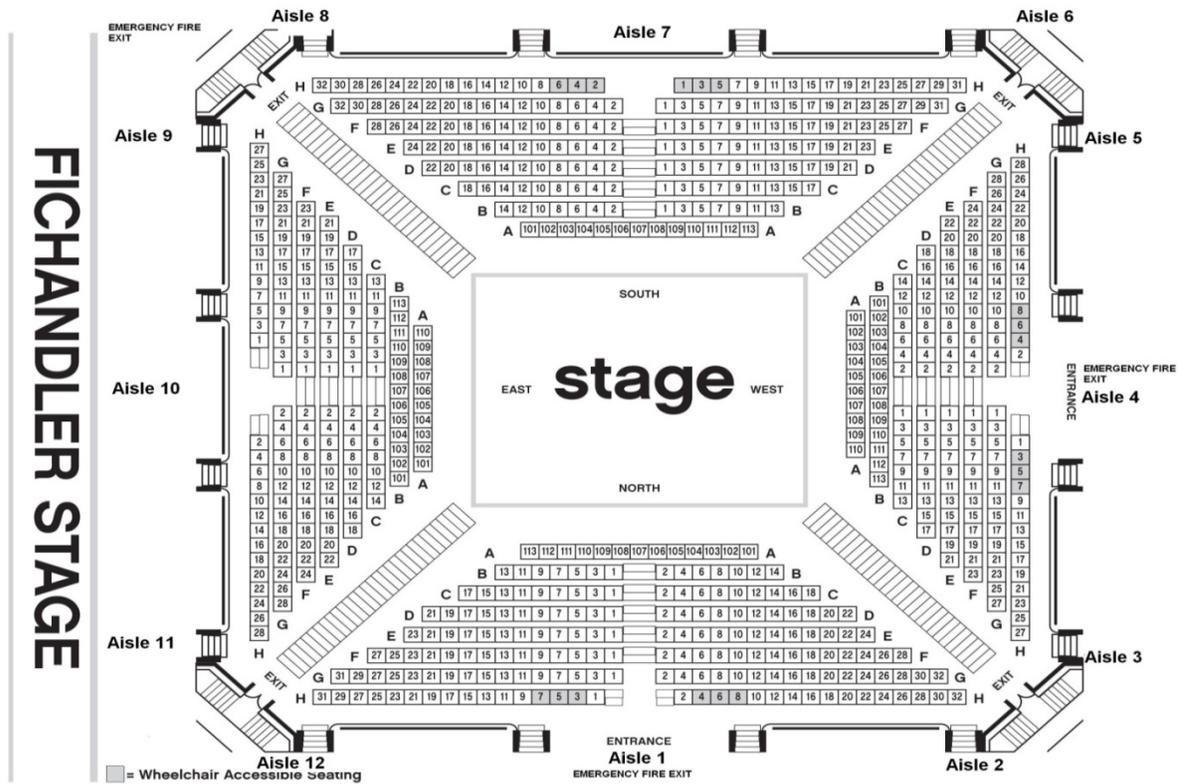
Usher check in is at the first windows on the left side of the box office. Each usher will be asked for an ID when checking in. Please line up at the benches in the direction of the restrooms. Once you are checked in, please go into the theater to help with program stuffing as is needed. Ushers assigned to the lobby should check in at the Visitors Services Desk for instructions.

After the show, theater ushers stay inside the theater until all the patrons have left. Ushers given lobby assignments should return to their locations to help patrons exit the building and answer any questions they may have. Ushers may check out at the Visitors Services desk – please allow us to service all patrons before requesting your identification. Please bring lost and found items to the Visitors Services desk.

Guests of actors should be sent to the House Manager at the Visitors Services Desk in the lower lobby after the show.

General information for the Fichandler Stage:

Seating: On the seating chart below, note how the aisles are numbered and where they are located. The aisle numbers will let you know what direction to send the patron as they enter the theater. Also note that at the top of an aisle, the even numbered seats are on your right hand side and the odd numbered seats on your left. Also note that the front rows in the South and North section do not have a center aisle, and the first two rows in the East and West sections do not have a center aisle.



See the ticket below. Please be able to find the section (North), the row (C), the seat (1) and the aisle number (1) on the ticket. You can also find the performance information along with the date and time on the ticket.

www.arenastage.org

arena stage

NORTH SECTION C 1
AISLE 1 AISLE 1

OLIVER!
FICHANDLER

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 T: 202-488-3308
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Saturday, Jan 02, 2016 at 8:00 PM

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