



WELCOME TO ARENA STAGE'S VOLUNTEER USHER PROGRAM AT THE MEAD CENTER FOR AMERICAN THEATER!

GUIDELINES FOR ARENA STAGE USHERS

Welcome to the 2026-2027 season of ushering at Arena Stage at the Mead Center for American Theater! Arena Stage's Volunteer Ushers make up the largest part of the theater's staff, over 700 members strong! As ushers, you are of the first face that a patron sees when attending a play. The Front of House staff are responsible for the comfort, safety, and overall experience of our patrons, and as ushers, you are a very important part of our team.

Arena Stage ushers tie together the entire experience of our guests. Your friendly, knowledgeable demeanor keeps our visitors coming back time and time again. We cannot thank you enough for all of your ongoing support. We could not do it without you!

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HOUSE RULES FOR PATRONS

Children under 5 are not permitted into the theaters for Arena Stage productions (children under 5 are permitted in the lobby spaces). Guests are informed of this policy when purchasing their tickets. If you see a child who appears to be under age 5, inform your House Manager.

Photography, Video, and Audio Recording is strictly prohibited during performances. If you see a patron who appears to be recording, taking pictures, or using their phone for any reason other than for Closed Captioning, adjusting settings on hearing aids, or a medical reason during a performance, please speak with the patron politely. If this behavior continues, please notify the House Manager immediately.

*Getting up in the middle of the show may seem like a distraction, but having phones go off during the show is even more disruptive to both the audience and the actors on stage. Additionally, any unauthorized photos of the show can result in a hefty fine to Arena Stage from Actor's Equity Association. *

Before the show begins, during intermission, it is acceptable for the patrons to take photos of the set as long as there is **NO ONE ON THE STAGE**. Guests can also take photos at Curtain Call. If you do see a patron, take a photo of the set, encourage them to tag the designer or at least Arena Stage on social media!

Tickets for late members of a party may be left at the Arena Stage Box Office. If a patron insists on giving you a ticket for a patron who has not arrived yet, please write their name on the ticket and bring it to the box office.

Food/Eating is not allowed in theaters. Politely ask patrons to finish all snacks before entering the theater.

Drinks are allowed in the theater, but all drinks must have a lid. No glass containers are allowed in the theater. If a patron has a beverage in a glass container, please direct them to Concessions, where they will be provided with a proper container to take into the theater.

Taxi reservations can be made at the Visitors Services Desk before the show or at intermission. If a patron requests a taxi, we call a taxi company, and the patron is responsible for paying for the taxi.

The Box Office is open by phone Tuesday to Sunday from 12 pm–6 pm, and in person 2 hours before the performance begins. This means that once an evening performance begins, the Box Office will be closed until the following day.

Please report the following to your House Manager right away: Any accidents, sick patrons, restrooms out of order or out of supplies, photos taken while the show is in progress, or any disturbance that happens during the performance. Please do NOT wait until intermission or until the show has ended to notify your house manager. If you cannot find a house manager, please go directly to the Visitor Services Desk.

Any suspicious character or package should be reported to the House Manager immediately.

HOUSE RULES FOR USHERS

Dress Code

The Usher dress code is extremely helpful in a number of ways. Not only does it present a professional appearance, but it also assists patrons to identify who they can ask questions and to know who to go to in an emergency.

It is also very helpful to the House Managers to quickly spot an usher if additional help is needed as well. We appreciate you arriving in the dress code each time you usher!

The Arena Stage Dress code:

- Any combination of black and white “business casual” clothing.
- A scarf or tie for a pop of color is permitted but cannot cover your usher badge.
- Solid black, close-toed and comfortable shoes (no sandals).
- Please ensure your attire is clean, neat, and presentable.

If you are not dressed properly, you will not be able to usher or attend the performance and you will have to reschedule.

COATS AND PERSONAL BELONGINGS

Ushers can check Coats and umbrellas may be placed in Coat Check located at the Visitors Services desk at no charge. Please hang your items on the coat rack at the back of the Coat check area. There are no lock-up facilities for valuables. You are welcome to bring a small purse or bag with you to keep on your person while you usher. Arena Stage is not liable for lost or stolen items.

COURTESY

We appreciate your being upbeat and pleasant welcoming towards our guests and staff. Please continue to greet each patron with a kind "hello" and offer to assist them. Make yourself available to all guests who may have questions and offer any additional assistance as necessary. It is also very helpful to phrase things in a positive way. For example, If patrons are in the wrong section of the theater, say "Your seats are in the next section" and offer to walk them over to the correct section, rather than saying "You are in the wrong section." Instead of saying "You can't bring food in" or "No food allowed inside the theater." Try saying “Would mind finishing your snack before entering the theater? Thank you so much.”

Patrons will naturally bring their questions to you. If you do not know the answer, please tell them you will find out the answer for them right away. Please contact the House Manager and then get back to the patron as quickly as possible with the answer.

Patrons will also bring their suggestions and complaints to you. Please listen to them carefully and sympathetically, thank them for making us aware of the situation, and indicate that you will convey the information to the House Manager immediately. These suggestions and complaints are very valuable in helping us assure the safety and comfort of our audience. You are welcome to encourage guests to share their feedback at the Visitors Services Desk.

Ushers may not drink alcoholic beverages inside the building before or during their usher shift. We want our patrons to feel comfortable coming to you with their questions, problems, concerns, and comments. In the state of an emergency, we need all ushers to be able to think quickly and react with a clear mind.

Once you sign in to usher, please refrain from eating, drinking, making phone calls or sitting in the cafe. Put away your coat and use the restroom before it is time for the Usher Speech. While you are waiting for the House Manager to give the Usher Speech please feel free to read the program for the performance so that you can

answer more in-depth questions our guests might have. Please refrain from using your cell phone, reading and doing crossword puzzles, etc. once the theater is open for seating. Guests should not feel they have to interrupt you to get help.

ATTENDING PERFORMANCES

One of the many perks of ushering for Arena Stage is attending the shows! Ushering at Arena Stage is a 100% volunteer position, and being compensated with seats or standing room to a performance is not always guaranteed. While we will do our best to try to accommodate everyone who ushers, there will be performances where this is impossible, due to sellouts and fire-code laws prohibiting standing room.

We need your help for all shows regardless and hope that this will not preclude any usher from continuing their support of Arena Stage. We ask that you continue to volunteer on dates that may be marked as sold out.

Please be aware that we keep attendance records for all ushers. Two unexcused absences will result in the removal of your usher package for the current season. Repeated cancellations will also be treated as such. It takes many ushers to operate each of our theaters, and we appreciate as much advance notice as possible if you are unable to make your ushering date. If you need to exchange your usher date, please do so at least 48 hours before your assigned date. We understand that life happens, so please reach out to us if there is a problem.

Usher Shift reminders are courtesy, not a guarantee.

	Usher Sign-in Time Is 90 minutes before curtain time.	
Performance Time	Usher Sign In Time	Days Applicable
1:00 pm	11:30 am	Early Curtain Matinees
2:00 pm	12:30 pm	Sat. & Sun. Matinee
6:00 pm	4:30 pm	Early Curtain Evening
7:30 pm	6:00 pm	Tues., Wed., Sun. Evening
8:00 pm	6:30 pm	Thurs., Fri., Sat. Evening
12:00 pm	10:30 am	Wed, Thurs. Matinee

When exchanging dates, please verify your new usher call time.

ADDING A SHIFT

Please use the “Add Shift” button located on the Usher Opportunities Page on the Website.

You can also send us an email at usher@arenastage.org to add any shows to your current Usher schedule.

We will check our availability and let you know if we can accommodate your request.

CANCELLING A SHIFT

If you need to cancel an Usher shift, please email us at usher@arenastage.org.

We request that you do so at least 48 hours before your Usher shift. We understand that things come up and that life happens.

For day-of and last-minute emergency cancellations, you may call the Usher Hotline at 202-600-4153.

Please leave your full name and the date and time of the shift you are canceling. Leave only one message.

When possible, please let us know at least 4 hours in advance.

Ushers should NOT call the Box Office or email info@arenastage.org to cancel a shift.

A DAY IN THE LIFE OF AN ARENA STAGE USHER

SIGNING IN

The Mead Center for American Theater building opens 2 hours before the scheduled performance time for both Patrons and Ushers, unless otherwise specified.

Usher sign in begins 90 minutes prior to the beginning of the performance.

Once you have entered the building, please wait to check in by sitting on the benches by the Box Office. Your house manager will check you in and give you your assignment at the first Box Office window.

During check-in, you will be assigned to one of four positions: Aisle Usher, Ticket Scanner, or Direction Giver, or Lobby Usher.

Note: The House Managers will do their best to assign you to the position you request, but it not guaranteed. House Managers must assign Aisle Usher positions FIRST.

We cannot guarantee that other positions will be available on your selected Usher date.

If you are a Ticket Scanner, you are on duty as soon as you sign in, since Patrons will be entering by this time. Please check in at the Visitors Services desk and then go directly to the bottom of the lobby stairs (unless otherwise specified). Ticket Scanners should not go to the usher speech in the theater.

If you are an Aisle Usher, Lobby Usher, or Direction Giver, please head directly into your designated theater, and await the usher speech unless you are told otherwise. There will be time after your House Manager delivers the usher speech so that you can get a snack/beverage, use the restroom, etc. before the house opens.

Reminder: House Managers keep an attendance record for all ushers. Anyone with 2 absences may be released from their ushering commitment for the rest of the season and may not be invited back for the following season. It takes many ushers to operate each of our theaters, and we appreciate as much advance notice as possible if you are unable to make your ushering date. If you need to exchange your usher date, please do so at least 24 hours before your assigned date.

USHER BADGES

When you sign in, you will receive an usher lanyard and a flashlight if you are ushering on an aisle.

At the end of your shift, please return your usher lanyard/flashlight to the House Manager at The Visitor Services Desk. Please do not take your usher lanyard/flashlight home with you.

ONCE YOU HAVE SIGNED IN

Aisle Ushers and Direction Givers inside of the theater should go into the theater to stuff programs, become familiar with the aisles, review emergency exits and await the usher speech. All program stuffing must be done inside of the theater. Aisle Ushers should make sure that they have enough programs in their section. The programs should be stacked neatly in the baskets. Take care that no programs are stacked along the walls, floor or steps, where someone could slip or trip on them.

Lobby Direction Givers and Elevator Operators must go to their stations immediately after signing in (unless otherwise directed). By the time you sign in, the lobby will be open, and patrons who have arrived early may need your assistance. Please stop by at the Visitor Services desk to be filled in on any pertinent information contained in the usher speech (such as the late seating break, etc.) and then go to your usher assignment. Thank you!

USHER ASSIGNMENTS

Usher positions are assigned based on the needs of the show, and preferred positions cannot be guaranteed. Ushers are expected to be able and willing to usher all positions.

LOBBY USHER

Lobby ushers check in at the Visitors Services desk and help in the position that they are assigned to. This is typically at the top of the grand staircase in grand lobby, at the top of the Kreeger stairs, or near an elevator. These ushers will greet patrons entering the building. Lobby Direction Givers should give as much information as they can to the patrons to make their visit to Arena an enjoyable one. Lobby ushers need to be familiar with all paths to get to theaters, restrooms, the café, the Visitors Services desk, box office, where the elevators are, and the parking garage. Please remember to welcome and greet each patron enthusiastically!

TICKET SCANNER

When assigned to Ticket Scanning, training will be held at the Visitors Services Desk either right before or right after the Usher speech. Please take your place as soon as you are checked-in.

Ticket Scanners should greet the guests and then scan their tickets. If there is an error on the scanner, please read the screen.

When you receive your ticket scanner this will be on the Event Access Control Screen

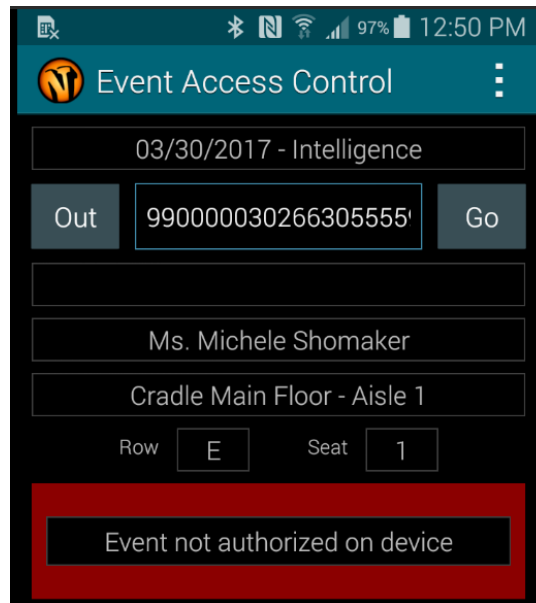
The image displays two side-by-side screenshots of a mobile application interface. The left screenshot, titled 'Event Access Control', features a blue header with a yellow 'N' logo and a menu icon. Below the header is a large empty text box, followed by 'Out' and 'Go' buttons flanking another empty text box. Further down are three more empty text boxes, and at the bottom, 'Row' and 'Seat' labels with corresponding empty input boxes. The right screenshot, titled 'Test Scan', also has a blue header with the same logo and menu icon. It features a red banner at the top that reads 'Test Scan Only!'. Below this is a greyed-out 'Out' button, a text box containing the number '990000030267435215', and a 'Go' button. Underneath are three empty text boxes, followed by 'Row' and 'Seat' labels with input boxes containing 'A' and '44' respectively. At the bottom, a large green box with the text 'OK' is highlighted.

From this screen, you are ready to begin scanning tickets.

- To scan tickets, click the trigger button and a red dot will appear.
- Always remember to point your scanner down to the ground.
- Scan the QR code on the provided ticket
- Once the ticket is scanned, the scanner will make a sound and a green “OK” box will appear on screen.

PROBLEM SOLVING

Invalid Tickets



- If there is a problem with the ticket, a red box will appear with the error.
 - Some of the errors include
 - **Event not Authorized on Device-** This message is generated if a patron comes on the wrong date/time or is at the wrong venue when multiple. If the patron has come on the wrong date, they should be directed to the box office or a house manager for resolution. If the patron has come to the wrong venue, they can be directed to the correct venue.
 - **Ticket already recorded-** Please direct the patron to the Visitors Services Desk or box office to verify they have the correct ticket; staff may instruct them to proceed past the ticket scanner without rescanning.
 - **Ticket has been returned-** Ask Patron if they have exchanged their tickets. If they have, please send them to the box office to pick up their correct tickets. If they have not, direct them to the box office or Visitors Services for assistance.
 - **Superseded by Reprint-** Please direct the patron to the Visitors Services Desk or box office to verify they have the correct ticket; Staff may instruct them to proceed past the ticket scanner without rescanning.
 - **Wrong Performance Date/Time-** Please direct the patron to the Arena Stage box office to verify they have the correct ticket; staff may instruct them to proceed past the ticket scanner without rescanning.
- **No patron should be allowed to enter the theater until the ticketing issue has been resolved**
- Rarely, a Patron will not have a pre-printed ticket, but will have a hand-written Location Pass that has been given to them by the Box Office (see example below). These cannot be scanned. After making sure that the Patron is at the correct venue, on the right date and time, tear off the top copy of the pass and have the guest keep the remaining copy. Give the top copy of the pass to the House Manager before you enter the theater.

00004

Please present this pass at the theater doors.

ARENA STAGE

☐ Fichandler ☐ Kreeger ☐ Kogod

Name: _____

Patron I.D. #: _____

Performance: _____

Date: _____ Time: _____

Section: _____ Row: _____ Seat: _____

House Manager Name: _____

Authorized Signature: _____

arena stage
the mead center
for american theater

This pass is given in replacement of tickets. Management reserves the right to place the bearer in other seat(s) in the event of duplicate tickets for the same performance.

All physical tickets for late members of a party must be left at the Box Office. If a patron asks you to hold a ticket for a patron who has not arrived yet, please send the patron to the Box Office.

AISLE USHER/DIRECTION GIVER

Direction givers must know the seating plan of the theater thoroughly. The aisles are numbered, and the tickets indicate which aisle the patron should be sent to. We will review aisle numbers at the usher speech each time you come to usher.

It is not possible for direction givers to physically bring each patron to their aisle, so please be very specific (especially in the Fichandler) as to where the patron should go.

In the Kreeger Theater, the Direction Giver should discern whether the patron's ticket is for the Orchestra or the Mezzanine.

Programs are not given out by the direction givers. They are given out by the ushers at each aisle.

Aisle Ushers should greet patrons and direct them to their individual seats. Walk patrons to their seats when possible, When seating guests, please step below their row, then hand them their programs & say, "Enjoy the show!"

When busy, ushers may direct patrons to their seats from the top of the aisle. Please monitor your aisle and ensure patrons find their correct seat when directing this way to minimize seating issues. If you need help, please contact your House Manager.

SEATING PATRONS

General Seating Tips

Multiple events: When we have more than one production or event running in the building, please be sure to ask patrons which show they are seeing, or ask to see their ticket, rather than assuming they are in the right theater. This helps ensure our productions can start on time.

Safety: Try to be sure that your guest can handle the steps before starting to walk down. If needed, you can offer your arm to guide and support the guest. In the Kreeger, it may be easier for a patron to use a side aisle that has a railing and then walk them across the front of the seating area to get to their seats. In the Fichandler and Kogod, suggest patrons hold the aisle railings when on the theater stairs when appropriate.

When seating a patron, use your flashlight to help the guests see where they are going and walk at a moderate pace so that the guests can easily follow you.

Patrons in Wheelchairs

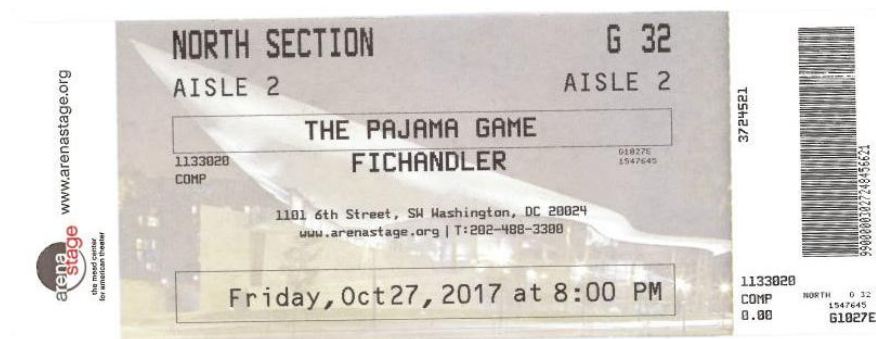
Patrons in wheelchairs will have tickets for removable chairs in row H of the Fichandler Stage, in Row J in the Kreeger orchestra and row DD in the Mezzanine, or row E in the Kogod Cradle. The patron can choose to stay in their wheelchair or transfer to the theater seat. The House Manager will review with you where to store removed chairs, walkers, scooters, crutches and additional assistive devices. If a patron comes to the theater in a wheelchair or on a scooter and needs wheelchair accessible seating, please get the House Manager to see if we have wheelchair accessible seating available.

Seating Problems

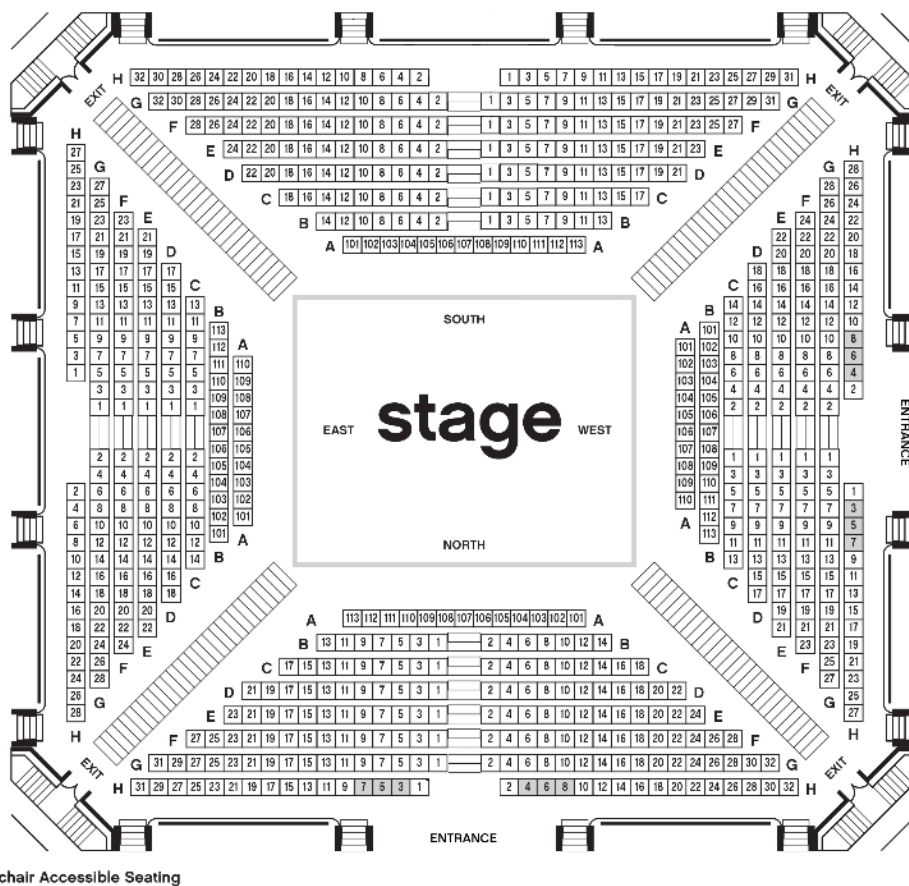
1. If you think you have double-booked seats, check both patrons' sets of tickets and assure that they are in the correct theater, on the correct date and time, and in the correct seats. In the Fichandler, confirm the section printed on the ticket, (North, East, South or West), and take the patron to the correct section. If someone was seated incorrectly or is at Arena on the wrong date, alert a House Manager.
2. If you legitimately have a case of duplicate seating alert a House Manager immediately. (Most likely one of the guests may have exchanged their tickets and brought the original tickets.)
3. If a guest is unhappy with their seat due to it being uncomfortable, feels the view is obstructed, feels there are noisy guests around them, etc., do not promise a specific solution. Let the guest know that you are getting the House Manager and that they will do everything possible, as quickly as possible, to try to remedy the situation.

At any time when seating patrons before the show begins, if there are issues to be resolved by the House Manager, **DO NOT** leave the theater to try and find the House Manager. The House Manager check in with ushers regularly – if you need assistance, please do **NOT** leave your position. Instead, you can pass the message along to your fellow ushers that are giving directions and then wait for the House Manager to circle back to you.

THE FICHANDLER

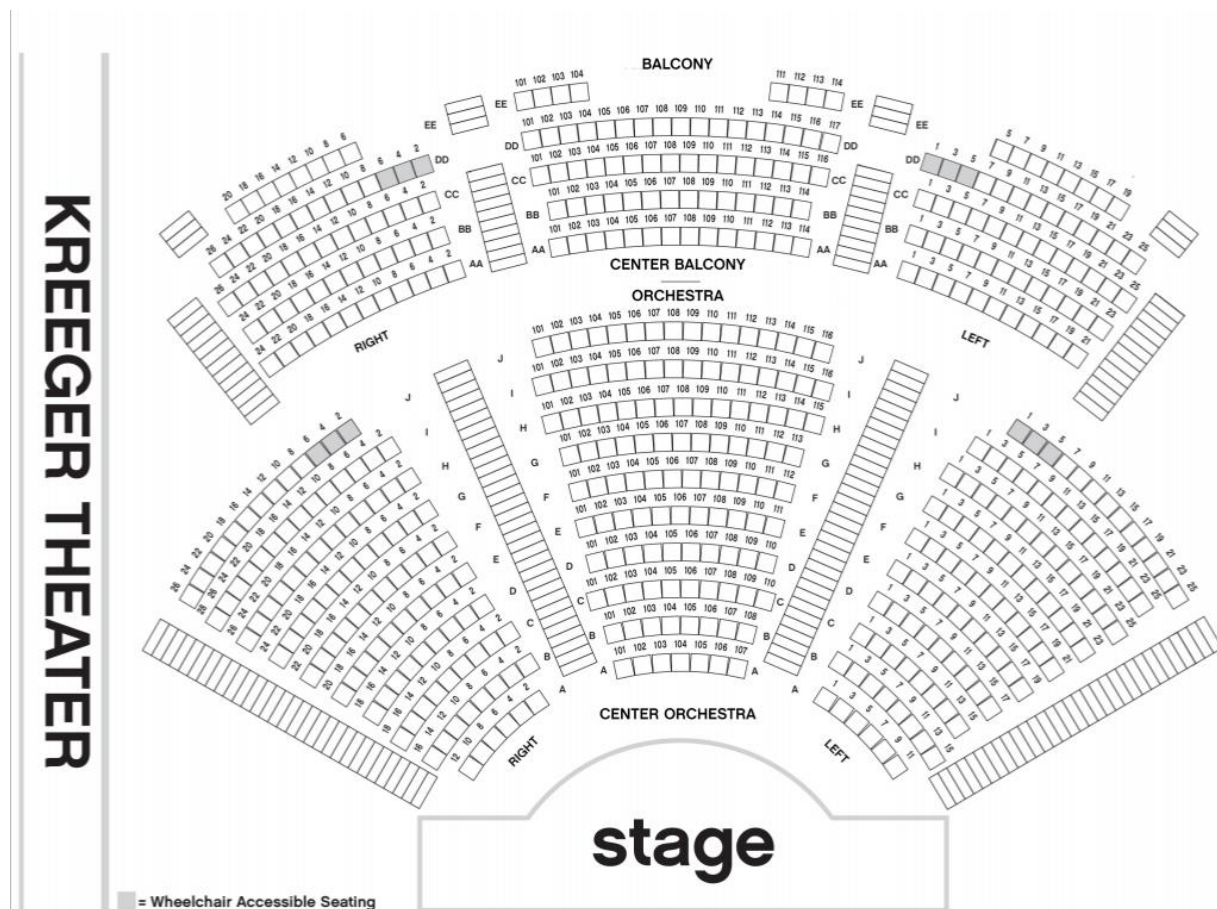
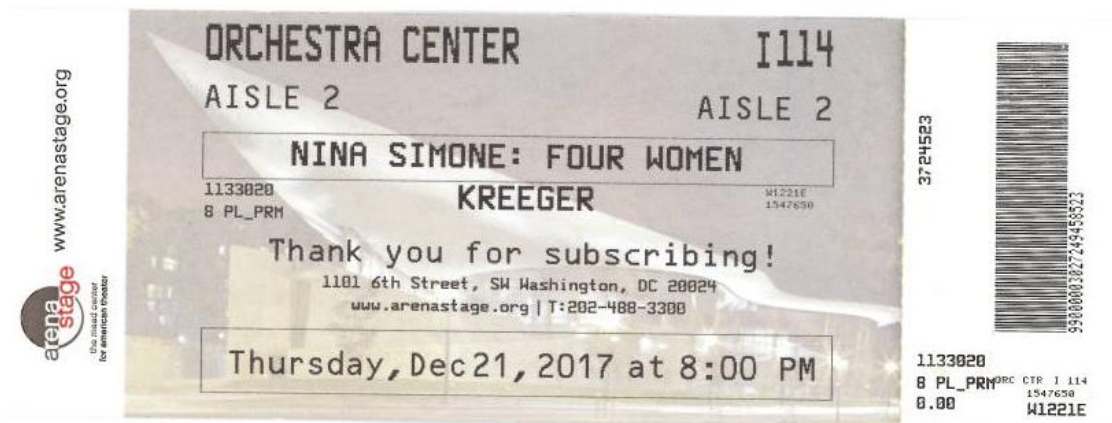


FICHANDLER STAGE



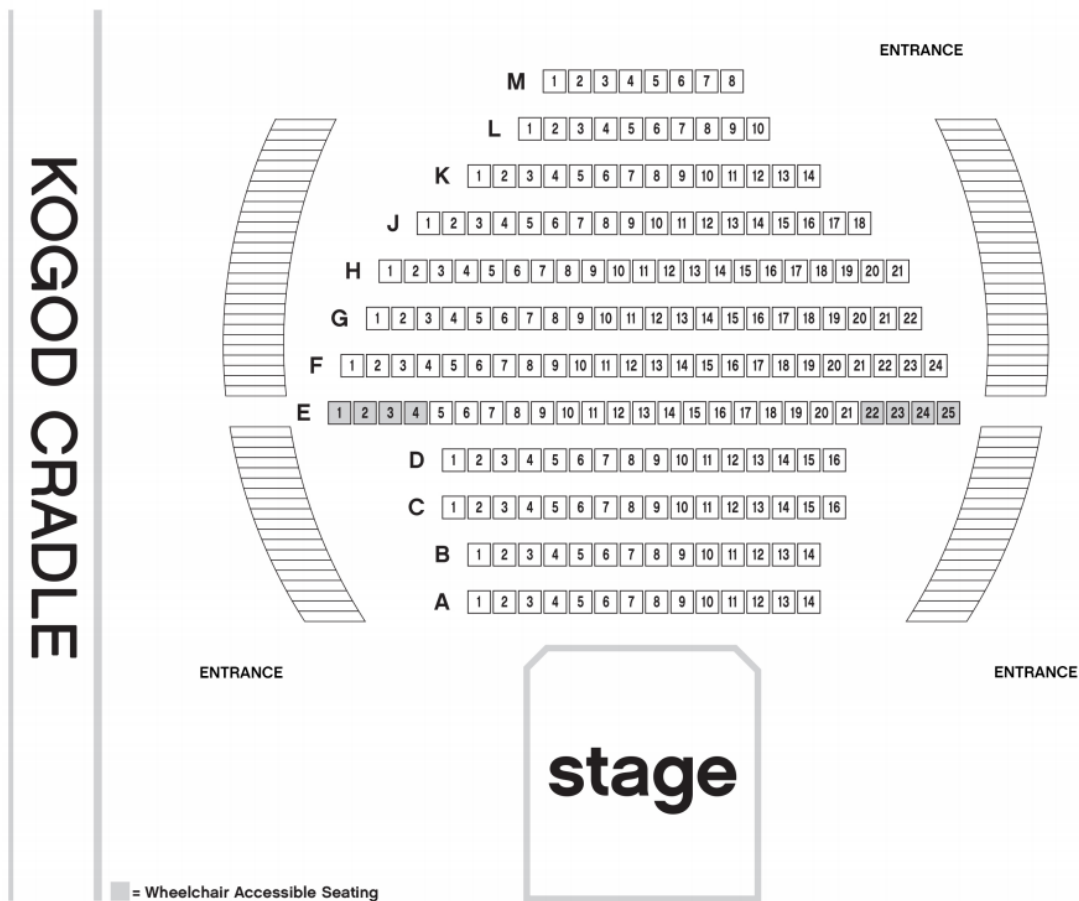
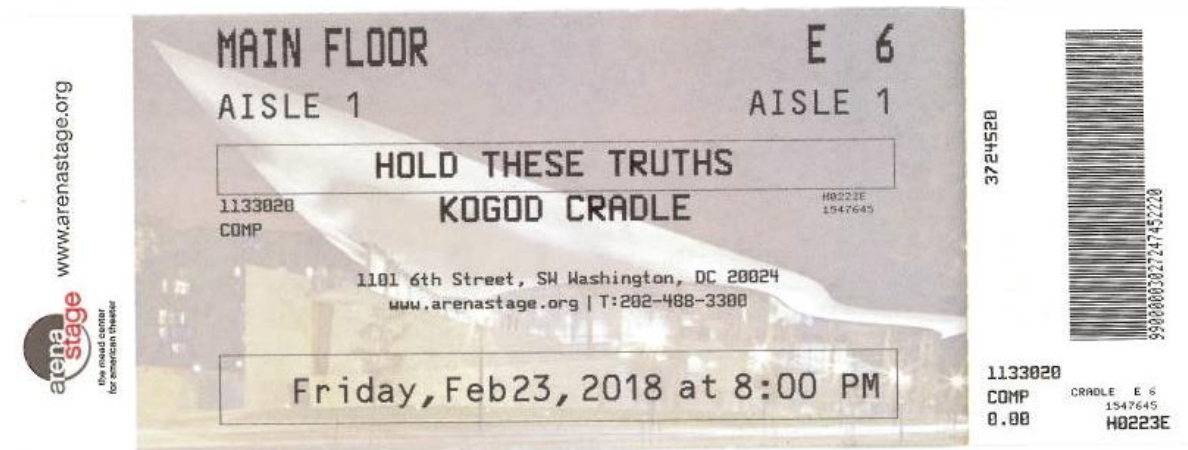
The Fichandler stage seats 680 patrons. The Fichandler has orchestra seating in four sections, divided into the North, South, East and West. There are entrances to the theater from the North and the West. There are 12 aisles, with 3 on each side. Each section has 8 rows, lettered A through H.

THE KREEGER



The Kreeger Theater seats 510 patrons. The Kreeger has an orchestra and a mezzanine, with four aisles upstairs and four aisles downstairs. There are five rows in the mezzanine, lettered AA – EE. The Kreeger orchestra has ten rows, lettered rows A – J.

THE KOGOD CRADLE



The Kogod Cradle has 202 seats when configured for proscenium seating and 218 when set for a thrust stage. The Kogod Cradle has 12 rows, lettered A-M (there is no row "I"). There are two aisles in this theater, aisles 1 and 2.

LATE-COMERS & THE LATE SEATING BREAK

The Late Seating Break is a specific moment, or moments, in the play chosen by the director) when we have permission to seat late guests. All ushers must wait until the last late seating break to sit down in the theater.

- The House Managers will explain to all late patrons that they will be standing with an usher until the appropriate time to take a seat, so ushers do not need to talk to the patrons or to each other once the show has begun. Simply nod, smile, and put your hand out for their ticket.
- The House Managers will bring the late patron to their correct aisle usher.
 - If you are an Aisle usher, please remain close to your aisle so that the House Managers can easily identify you as an aisle usher.
 - If you are not an Aisle usher, please move away from the aisles and step back so that the House Managers have clear walkways to safely escort patrons to their aisles.
- The House Manager will hand the aisle usher the patron's ticket and let patrons know that person will be seating them at the late seating break. Aisle ushers should be sure to have their flashlights out so they can read the tickets.
 - If a late patron tells you that they cannot stand until the late seating break, notify your House Manager.
- When the late seating break arrives, quickly, safely, and quietly walk the late patrons to their seats. Be sure to point your flashlight down at the steps so that the patrons can see to follow you. Once you arrive at their row, hand them their tickets and a program and go back to the top of your aisle.
 - If there is already a patron in the seat you are taking a patron to, please seat your late patrons in the nearest open seat, then move on. Be sure to notify your House Manager that patrons were seated incorrectly so that the House Manager can check in with those patrons at intermission.
- Once all late patrons have been seated, ushers will be able to find seats. Please remember that every show is different, and your house manager may ask you not to sit in the front row, or to avoid sitting on certain areas in the theater. We thank you for your flexibility.

Usher Seating

- When finding a seat, please do not step over more than 3 patrons to take an empty seat.
- If a House Manager asks you to sit in the first 5 rows of a theater (rows A-E), please be sure to remove your usher badge before you take one of those seats.
- If a House Manager has asked you to sit in the back half of a theater, please do not take a seat in the front until you speak to your House Manager at intermission – Even if there are no other seats available.
- When taking your seat, please move as far into the row as possible, leaving the aisle seats open in case patrons arrive after the late seating break.
- If you cannot find a seat, please quickly and quietly return to the back of your theater.
 - In the Fichandler, you will be able to sit on the benches in the corners of the theater. You will also be able to stand.
 - In the Kreeger Theater, you will be able to stand in the back of the orchestra section or in the back of the balcony.
 - In the Kogod Cradle, you will be able to stand in the back of the theater against the back wall unless told otherwise by your House Manager.

***Please note that in ALL theaters, ushers are not permitted to sit on the steps of the aisles.**

ONCE THE SHOW HAS STARTED

DURING THE PERFORMANCE

Please refrain from talking inside the theater. If you need to communicate with a late patron, try to use hand signals. If it is necessary to speak, try to do so using a low, soft voice.

While you watch the performance, enjoy the show, but also try to be aware of anything amiss in the theater. You are our eyes and ears inside the theater, so we ask you to alert the House Manager immediately should anything happen such as accidents, illness, noisiness, camera flashes/ usage, cell phones, texting, etc. All of these are important and should be reported immediately. This will enable the House Manager to address the problem and leave you and the Patrons free to enjoy the show. Please remember that the House Managers do not watch the show with you. If you hear a cell phone ring, you should speak quietly and politely with the patron first, and then note that patron's location and alert the House Manager . It is significantly less distracting to address the issue than it is to let a cell phone or alarm go off intermittently through the show.

INTERMISSION

All ushers should return to their post during intermission, including direction givers.

Ushers inside the theater should help late guests find their seats, make sure no food enters the theater, and remind guests to turn off their cell phones upon re-entering the theater. Ushers are welcome to have refreshments and use the restroom during intermission, but please try to take turns and remain available if any patrons require assistance or have questions. Take turns at intermission getting refreshments, using the restrooms, and helping inside the theater so that every usher gets a break. Please remember that alcoholic beverages may not be consumed before, or during your usher shift.

Accessibility Devices: If you stowed a walker, wheelchair, cane, or any other mobility device for a patron, please return it to them if needed at intermission, so that they can use the restroom, get refreshments, etc.

AFTER THE SHOW

All ushers - please return to your original stations immediately after the show to assist guests.

Accessibility Devices: Be sure that all walkers, canes, etc. are returned to the patrons to whom they belong.

Direction givers should make sure that Patrons do not try to exit through the doors marked for emergency only use.

All ushers must stay in the theater until all patrons have safely exited. There is no need to pick up programs from your sections. Recycled programs and recyclables should not be put in program baskets!

Once the theater is clear of patrons, please do a walkthrough of your section for any lost items, and then head to the far end of the Visitors Services desk to return your lanyard and flashlight, and drop off any lost and found items you have picked up.

Thank you for ushering!

ARENA STAGE EMERGENCY PROCEDURES FOR PERFORMANCE SPACES

MEDICAL EMERGENCY

Please report any kind of medical emergency, accident, or illness, whether great or small to the House Manager right away. The House Managers are First-Aid and CPR certified and have experience handling these matters – please defer to them. There is a First Aid kit at the Visitors Services Desk and an AED on the main lobby level by the Concessions Stand. Ushers should never call 911 for a patron, administer First-Aid, or offer any over the counter medication such as Ibuprofen. This includes cough drops.

WEATHER EMERGENCIES

Before shows take place - In the case of a weather emergency, Arena Stage will announce show delays or cancellations on its website at www.arenastage.org and will have a recording with the same information on the sales office phone line, (202) 488-3300. In the instance of any dangerous weather, including tornadoes, earthquakes, storms, or power outages, follow the House Management and Arena Stage staffs' instructions on what to do.

When a show is taking place - If there is a weather emergency when a show is taking place or after a show is over, the House Manager or the Stage Manager will make an announcement and will instruct guests to shelter inside the building. When weather emergencies take place during a performance, Arena Stage will stay open until it is safe for Patrons and Staff to venture outdoors. We will encourage everyone to stay away from the windows, just in case. In these instances, please follow the House Management and Arena Stage staff instructions on what to do.

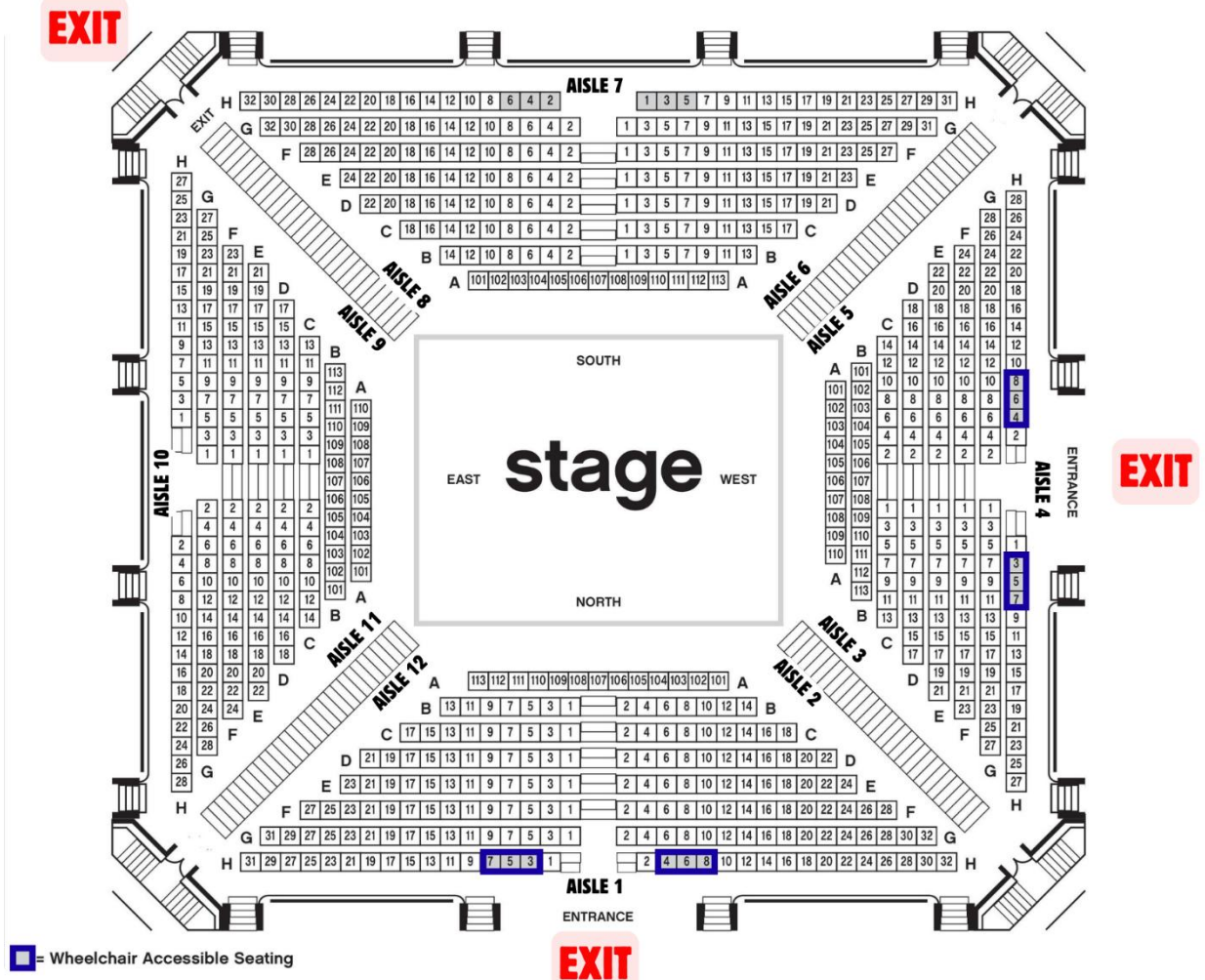
FIRE EXITS and EMERGENCY EVACUATION PROCECURES

Please be sure to note where the fire exits are for each performance space – some doors marked “Exit” are for the general public, and some should only be used in case of emergency. Please make sure no one uses the fire exits unless there is an emergency. Patrons should exit through the lobby doors before and after the performances. If the exit during performances, they are probably looking for the restrooms). The House Managers will review the exits in each theater during the usher speech and will point out which doors are for general use, and which should be used only in case of emergency.

If there is a fire emergency, an alarm will go off, a voice recording with instructions will play, lights will flash, and the front lobby doors at the front of the building will automatically open. Ushers should guide patrons out the theaters and should monitor guests at the stairs. They should make sure exit doors get opened. Once outside the building, ushers and Arena Stage Staff will direct all Patrons to cross the street to St. Augustine's Episcopal Church on the corner of M Street and Sixth Street, SW. (Please direct patrons to the sidewalk facing the Politics and Prose sign). Please encourage Patrons and fellow Ushers to move away from the building quickly instead of turning around to see what is happening (this slows traffic). Do not stop until you cross the street. Be sure to follow instructions given by the Arena Stage House Managers and other Arena Stage staff.

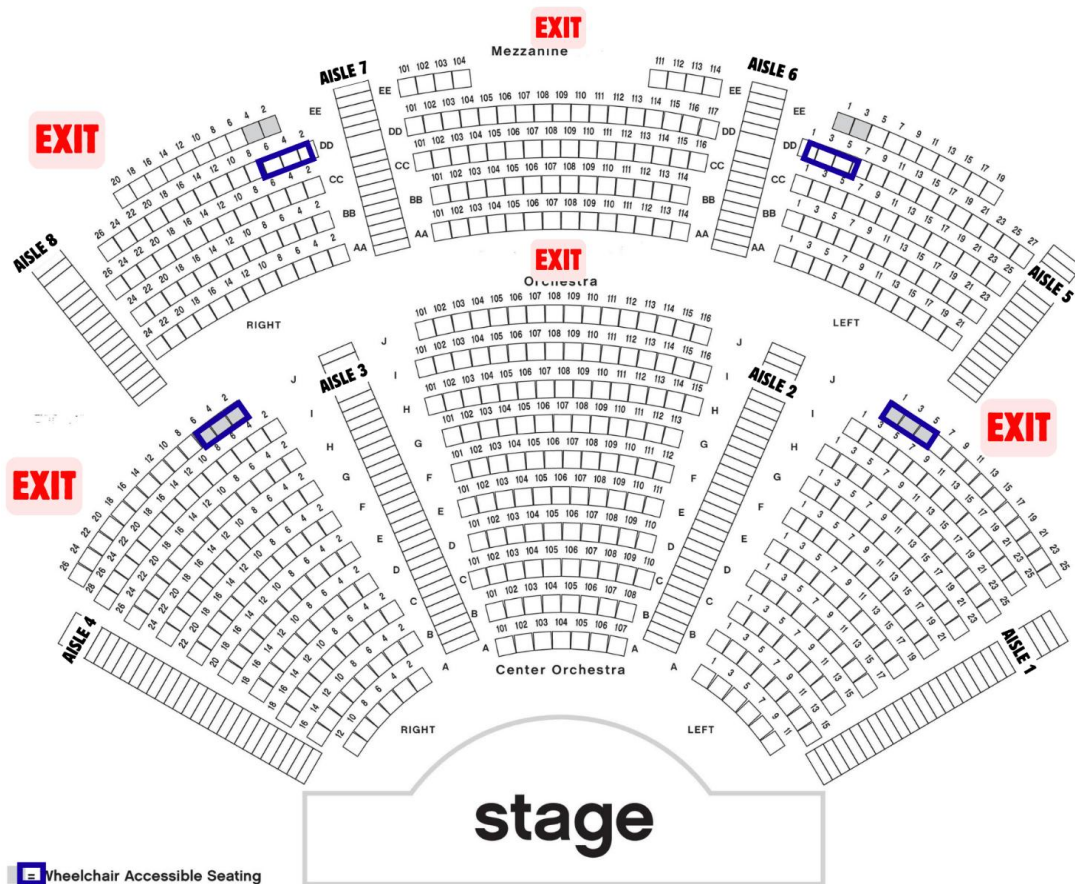
Fichandler Fire Exits

- There are three ways to exit the Fichandler Stage. Patrons may exit through the North doors, the West doors and through the South/West corner between aisles 8 and 9. All emergency exits will place you at the front of the building. Once you exit, turn right, cross the street and meet in the lot next to St. Augustine's Church (Facing Politics and Prose). Please note that all of these exits require the use of stairs: if a patron is unable to use stairs please guide them to the top of the main lobby staircase - emergency personnel will assist them in exiting the building.



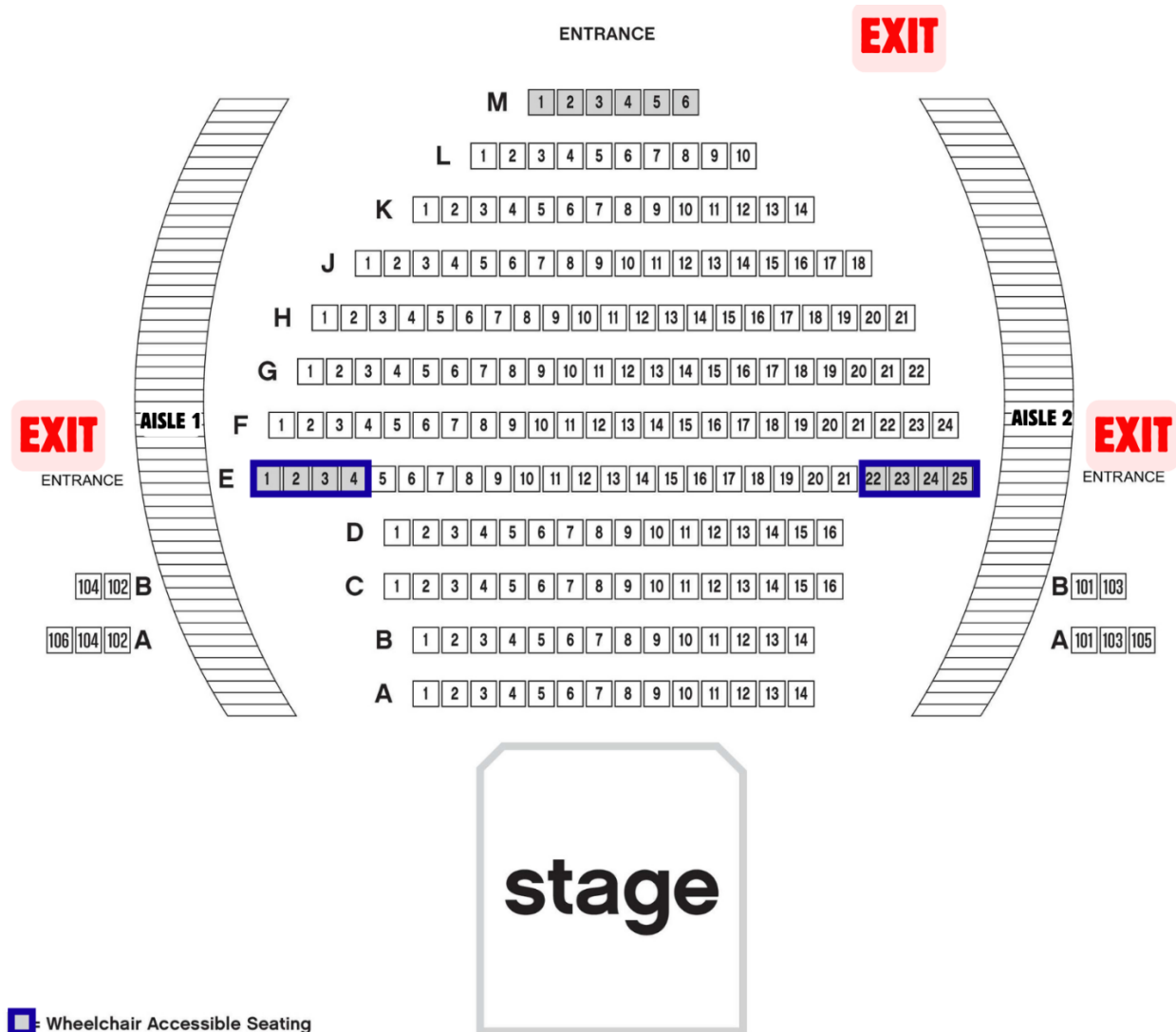
Kreeger Fire Exits

- Orchestra level:
 - At the front and back of Aisle 4, go up one flight of stairs then walk down a concrete hallway labeled “EXIT”. Exit through the double doors and descend the concrete staircase to street level.
 - At the main entrance, you will exit and walk up the stairs to the grand lobby, and from there exit down the main lobby stairs and through the main doors.
 - At the back of Aisle 1, exit towards the elevator and turn left towards the glass door. Once through the glass door, turn left and proceed down the curved concrete hallway and exit through the exterior glass doors. (This is the only accessible exit from the orchestra level of the Kreeger)
- Mezzanine level:
 - At the back of Aisle 8, exit through the emergency exit door and proceed down the concrete hallway labeled “EXIT”. Exit through the double doors and descend the concrete staircase to street level.
 - At the main entrance, you will exit towards the grand lobby, from there exit down the main lobby stairs and through the main doors.
 - Please note, all exits from the Mezzanine level require the use of stairs: if a patron is unable to use stairs please guide them to the top of the main lobby staircase - emergency personnel will assist them in exiting the building.



Kogod Cradle Fire Exits

- There are three ways to exit from the Kogod Cradle in case of emergency. Exits are the theater's main entrances by aisle 1 and 2 and the ramp at the back of the Kogod Cradle. In an emergency, those seated in the front half of the theater should be encouraged to use the exits at the front of the stage, and patrons in the back half should be encouraged to go down the ramp. All emergency exits will take you to the Grand lobby so you can exit through the main doors, where you will find yourself in front of the building. Once you exit the building, turn right and meet in the lot next to St. Augustine's Church (Facing Politics and Prose). Please note all of these exits require the use of stairs: if a patron is unable to use stairs please guide them to the top of the main lobby staircase - emergency personnel will assist them in exiting the building.



ACCESSIBILITY PROGRAMS

We offer several accessibility programs at Arena Stage which help provide access for people with disabilities to all our productions. Arena Stage provides Large Print and Braille programs to our patrons. We have assistive-listening devices, accessible seating in all three theaters, as well as captioned performances via GlobeTitles, as well as scheduled ASL Sign Interpreted, and Audio Described. performances We also have a Script Loan program where patrons can receive a copy of the script for our show in advance to help with comprehension of the play. These copies must be returned to Arena Stage by the season's final performance date. Our goal is to make every effort to meet the needs of our patrons attending shows at Arena Stage.

MOBILITY SERVICES

Accessible restrooms are available on all levels of the Mead Center.

An elevator operates between the Main Entrance level (off Sixth Street) which brings patrons up to the Main Lobby.

A second elevator services the Kreeger Theater Orchestra, Grand Lobby and Terrace levels.

A ramp may be used to access the lower lobby from the parking garage.

Wheelchairs and canes are available for loan at the Visitors Services Desk to help our patrons navigate the Mead Center.

Accessible seating is available in all three theaters. Patrons may either remain in their wheelchairs or transfer to theater seats. Patrons who would like to remain in their wheelchairs during the performance should request wheelchair-accessible locations when buying their tickets.

Please note that the accessible seating in the theater is ticketed and reserved ahead of time. They are not seats that are set aside for patrons with mobility issues for day-of seating.

CLOSED CAPTIONING

GlobeTitles allows performances at Arena Stage to be closed captioned. This means you can follow along with the show's dialogue right there in the palm of your hand! For a full list of dates that Closed Captioning will be available, patrons can come to the Visitors Services Desk or contact the Box Office.

Patrons can borrow a tablet, or they can get the Globetitles link for the show they are attending If the prefer to use their own smartphone or tablet. To borrow an Arena Stage tablet, a photo ID will be required. After the performance, patrons should return the Captioning tablet to the Visitors Services Desk and retrieve their ID.

ASSISTIVE LISTENING DEVICES

Assistive Listening Devices (ALDs) amplify the sound onstage. The devices may be used in any seat at any performance in the Fichandler, Kreeger or Kogod Cradle. Any patron using a hearing aid should turn off or remove their hearing aids before the show starts. After the performance, patrons should return their ALDs and the bags they come in to the Visitors Services Desk. If a

patron hands you their ALD or it is left in their seat, please get the seat location or the patron's last name and bring the ALD to the Visitors Services Desk.

AUDIO DESCRIPTION

Audio description is a live, carefully timed narration of the onstage visual elements in the performance, including the action, costumes and scenery. Program notes begin playing 10 to 15 minutes before show time. The description is broadcast live simultaneously via an ALD set to channel "D"

This service is provided on one Saturday matinee performance for each production in our season, but can be requested for most performances with 14 days' notice. For a full list of Audio Described dates, patrons should visit the Arena Stage website or call the Box Office.

LARGE PRINT AND BRAILLE PROGRAMS:

These programs are available by request at the Visitors Services Desk. They are provided free of charge, and no ID is required. While neither of these programs are required to be returned, we do encourage those using the braille programs to return them if finished.

BLANKETS

A limited quantity of blankets are available for loan at the Visitor Service Desk and are provided free of charge.

PARKING

Ushers can purchase Arena Stage parking in advance for \$25 by calling the box at least three hours prior to a scheduled performance. Please remember that parking is limited, and this discounted price is only available by advanced purchase. The entrance to our on-site garage is on Maine Avenue.

The entrance is marked by a banner reading “Arena Stage Parking”.

The closest offsite garage is located at 1101 4th Street, SW. The rate for this garage varies depending on when you park.

Additional parking is available at L’Enfant Plaza. Arena Stage is easily accessible via Southwest Shuttle.

We encourage ushers to use Metro, if possible, as parking in the area is limited. Arena Stage is easily accessible by public transit. The Waterfront Station is located two blocks away at Fourth and M Streets, SW.

PARKING AND TRANSPORTATION FOR PATRONS

Mead Center Parking: The entrance to the parking garage is accessible from the northbound lane of Maine Avenue. Subscribers and single-ticket purchasers may purchase parking in advance by calling the Box Office at 202-488-3300.

The garage is open from 6 a.m. until 1 hour after the end of the performance or event. On days with multiple performances, patrons must exit the garage no more than 1 hour after their performance ends to ensure patrons can park for the next performance. Please note that for certain events, the garage hours and availability may vary.

Valet Parking: Arena Stage offers valet service at no additional cost to our patrons with accessibility needs who have booked their parking in advance by contacting the Box Office at 202-488-3300 and have an accessibility placard. Reservations for accessible parking end 3 hours prior to curtain time.

Valet parking is available one hour before show-time for all performances.

Metropolis operates a garage conveniently located a block away from the Mead Center located at 1101 4th St, SW with a main entrance at 4th Street, between I & M Streets, SW. This garage is directly across from the Safeway parking lot. Please DO NOT park in the Safeway parking lot. This lot closes before most evening shows have ended.

Wharf Parking is located just off Maine Avenue, and parking is by the hour. Availability can be checked at wharfdc.com.