

Pentacle Theatre Policy	SUBJECT: Cancellation of a Performance Policy
Approved By: 2014 Governing Board Jeff Witt, President	Effective Date: September 22, 2014

Purpose: The purpose of the Cancellation of a Performance Policy is to establish guidelines to determine when to cancel a performance, to identify who has the authority to cancel a performance, to identify who needs to be contacted when a performance is cancelled, and to identify who is responsible for making the contacts.

Definitions: *Performer:* Any person who has an on-stage role in a performance.

Technician: Any person who supports a performance, such as stage manager or stage crew, lighting or sound technician, musician.

Policy: Pentacle Theatre will make every effort to not cancel performances. Cancellations will only be approved in the most dire emergency: severe weather, problems with the facility, or the inability of key cast or crew members to perform due to illness, injury, family loss or other serious emergency and there is no option for another person to perform in their place due to the unique requirement of a role.

Procedure: Factors of Cancellation:

a. Severe Weather:

In cases of severe weather problems, the Executive Director, Board President or Board Liaison must gather as much information as possible about the conditions and forecast. Sources of information include the National Weather Service, State Police and the State Highway Division. If possible, measures such as sanding the entrance and parking lot, in the event of snow or ice, should be explored before canceling. In all cases, the safety of the patrons and cast and crew traveling to and from the theatre must be the most important factor. The Executive Director and Board President will determine if a performance must be cancelled due to severe weather.

b. Problems with the Facility:

In cases of problems with the facility, such as power failure, inaccessibility or damage, the person discovering the problem must contact the Executive Director, Board President or Production Director immediately to determine the extent of the problem and possibility of repairs. The Executive Director and/or Production Director and the Board President will determine if a performance must be cancelled due to a facilities issue.

c. Absence of Performers or Technicians:

As soon as the Director becomes aware of an illness, injury or other circumstance that may keep a performer or technician from performing their role or duties, the Director will identify a replacement so the replacement can begin preparing to take over the

role or duty. At the Director's discretion, the role or duties may be covered by the remaining performers or technicians.

In all cases, the Director must immediately notify the Executive Director, Board President or Board Liaison of the situation. If the Director is unable to locate a replacement, these members will assist in the search.

If a replacement is not possible due to absolute unique requirements of a role or task, the Executive Director and Board President have the authority to decide that a performance will be cancelled.

Notification of Cancellation:

Once the decision has been made to cancel a performance, the following entities must be contacted immediately. If the cancellation is not due to extreme weather conditions, the Director, Executive Director, Board President, Board Liaison, or other person, must be on-site at the theatre to intercept patrons who were not contacted, and the general public who arrive at the theatre to purchase a ticket.

- a. Cast and Crew Members: The Director will be responsible for notifying all cast and crew members.
- b. Hospitality Guild: The Executive Director will notify the Hospitality Guild Chairperson. The Chairperson will notify Hospitality Guild members of the cancellation.
- c. Ticket Office: The Executive Director will have a recording added to the voice answering system informing callers of the cancellation.
- d. Website: The Executive Director will have a notification added to the Pentacle Theatre website, and any other forms of social media.
- e. Season Ticket Holders and General Public who pre-purchased a ticket: As a courtesy to our patrons, attempts should be made to contact season ticket holders and others who have purchased a ticket for the performance. All contact should be by phone, if at all possible, even if the cancellation is for a future date. Ticket holders must be informed of the Restitution to Ticket Holders outlined in this policy.
- f. Benefits: If the cancellation is for a benefit performance, the Executive Director shall contact the group's contact person. The group will be responsible for notifying as many ticket holders as possible.
- g. Radio Stations: The Executive Director will notify the local radio stations, requesting that they provide a public service announcement (PSA). Local radio stations should include stations servicing as far south as Corvallis and as far north as Woodburn.

Sample PSA: "Due to severe weather conditions, Pentacle Theatre's performance of "Lend Me A Tenor" scheduled for 7:30 PM this evening has been cancelled. Ticket holders may consider their unused tickets a fully tax-deductible contribution to the theatre or they may exchange the unused tickets for a future "Lend Me A Tenor" performance. For more information, please call the Pentacle Theatre Business Office at 503-485-4300 during regular business hours."

- h. Newspapers: If the cancellation is for a future date or is to be ongoing, the Statesman Journal newspaper is to be notified. If the cancellation is more than a few days in the

future, other Salem neighborhood and area community newspapers will also be contacted.

Restitution to Ticket Holders:

The following will be offered to all ticket holders, both subscribers and the general public, in the event of a cancellation:

- a. Tax-deductible Donation: Patrons should first be encouraged to consider their tickets as a fully tax-deductible donation to the theatre. The donation amount is the face value of the ticket. If they choose this option, patrons are to be instructed to mail their tickets to the Business Office, with return address. The Executive Director will then send a follow-up letter acknowledging the theatre's receipt of the donation. The patron may use this letter for tax purposes.
- b. Exchange for Same Show: Patrons will be allowed to exchange tickets for another performance of the same show, if that is possible.
- c. Exchange for Other Show: In the event that there are NO available seats of future performance of the same show, patrons may exchange their tickets for other plays at Pentacle Theatre – this option is to be used as a last resort to accommodate patrons.
- d. Refund of Benefit Group: If a benefit performance is cancelled, the group will receive a refund of the amount collected to date from the group, minus administration costs, as stated in the benefits contract. The group will immediately have first choice of any remaining benefits in the current season. If there are no available benefit performances in the current season then, and only then, the group will have first choice for the next season's performances. The group may arrange to provide refunds to their ticket holders, but must do so with their own resources. Pentacle Theatre will assume no responsibility for refunds or exchanges requested by benefit performance patrons.