

Guidance to all *Under the Edge Arts* Volunteers

Audience and Performer Behaviour Policy

Very occasionally there may be issues of bad behaviour at The Chipping Hall. This notice provides guidance on what to do if this happens

1. If a visitor is not listed as a prepaid ticket holder but claims to have paid please take all contact details and allow them in.
2. If a visitor interrupts or heckles a performer in a disruptive way, abuses any of the volunteers or audience members the Coordinator should after one warning ask them to leave the Hall. If they refuse please call 101 and report the incident to the police. If violence is used or damage caused please dial 999. At the same time please call either of the Co-Chairmen on their mobiles and they will try and attend immediately.
3. Serving alcohol to inebriated customers is not allowed. Please give a polite refusal. If they persist please ask them to leave the Hall.
4. UTEA volunteers have the right to refuse entry. If this is done to customers who have prepaid then refunds can be made.
5. UTEA has the right to ban individuals from The Chipping Hall. In the event of this happening details will be pinned to the kitchen noticeboard. We currently have no bans in place.
6. Our performers are usually the best of people. If a complaint is made by a performer or about a performer please make a written record and send it to Ali Lidbetter at utea@live.com
7. If a performer causes distress to a volunteer or audience member the Coordinator should either call one of the Co-Chairmen or if necessary call 101 or 999 depending on circumstances.

Reviewed R Watt 23.07.17

Phone numbers

Martin Clarke 07850 278494

Norman Dadd 07710 787040