

VOLUNTEER INFORMATION



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VOLUNTEER INFORMATION



INTRODUCTION

Thank you for joining our Volunteer Team at the Brookside Theatre.

In this pack you will find essential information regarding the theatre, the duties and responsibilities that Volunteers undertake and what is expected of you.

ABOUT US

The Brookside Theatre is an award-winning, 194-seat theatre situated in the centre of Romford. It is Romford's first and only live entertainment venue.

The theatre is located within the Romford War Memorial Social Club on Eastern Road, Romford.

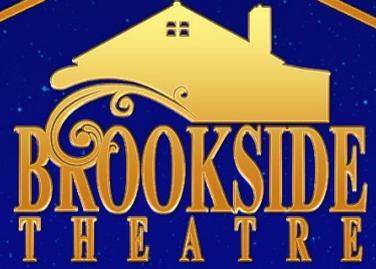
The Romford War Memorial Social Club (*formally the 'Romford War Memorial Old Folks Club'*) first opened its doors to the public on 11th October 1953 in a ceremony presided over by the Lord Lieutenant of Essex, Lt.-Col Sir Francis Whitmore. Originally funded by public subscription, these historic buildings were built to commemorate the service personnel and civilians from the borough who tragically lost their lives during the Second World War.

Over time, the once popular community hall and War Memorial fell into severe neglect, with the front building boarded up for well over 20 years. It is this building that houses the commemorative oak panels engraved with the names of the fallen - a donation from the USAF in recognition of the hospitality they received whilst stationed in the area during the war. Following the construction of the ring road around this historic market town in the early 1970's, large office blocks were erected, engulfing the memorial, which was quickly and sadly forgotten.

In 2011, a few local Volunteers - headed by Romford-born, Jai Sepple and wife, Harri - took on the massive renovation project to fully restore and reopen the buildings, in the hope that they would once again become the lasting memorial to the fallen that they were originally intended to be.

Shortly after the restoration of the main hall in 2012, it was decided that the main building should be converted into Romford's first and only theatre and community arts venue and, in May of that year, the first production was staged, *Shout! The 60's Musical*. Subsequent successes followed and the Brookside Theatre quickly began to play host to a wide variety of events, all staged to raise money for the continued renovation and subsequent upkeep of the War Memorial.

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The popularity of the Brookside Theatre continues to grow and the project has certainly captured the hearts and support of the local community with the venue offering a varied programme of entertainment, from full-scale plays and musicals to live music and comedy, tribute acts to celebrity guest appearances.

In Oct 2015, the theatre became the proud recipient of the coveted UK's Most Welcoming Theatre Award and in 2019, Jai was recognized on the Queen's Honours List, receiving a British Empire Medal for his contribution to the community and the arts.

The Brookside Theatre has become a place where the local community can socialise and have a great evening out while, at the same time, help to raise money to keep this historic building alive and restore it back to its former glory.

This completely self-funded project relies solely on the generosity, kindness and support of the local community as well as on the dedication of its Volunteers.

Any person over the age of 16 is welcome to join the Volunteer Team at the theatre and any assistance is always welcome.

EXPECTATIONS

The next section covers what to expect as a Volunteer and what the theatre expect of you.

What sort of time commitment is involved?

Volunteers are expected to commit to a minimum of one shift per month. However we would, of course, encourage and welcome Volunteers to sign up to more shifts where possible. We do ask that once you have assigned yourself to a specific shift on the Volunteer Calendar (*see below*) that this is treated as a firm commitment. We understand that, at times, circumstances change and this may prevent you from undertaking your shift but keep us informed as and when this happens.

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Other commitments

Volunteers are also expected to help with the ongoing marketing of events at the theatre through any channel available to them including social media (*Facebook, Twitter, Instagram etc.*), assisting with the distribution of Season Brochures and leaflets, attending local events to help build awareness of the theatre and just through general word of mouth with family, friends, work colleagues etc.

Although not essential, any help outside of the regular diary of events is greatly appreciated and there is always work to be done e.g. cleaning, gardening, marketing etc.

Volunteer Calendar

All shifts and events are posted on the Volunteer Area of the theatre's website. The web address is **www.brooksidetheatre.com/volunteering.htm**. Volunteers will need to register to gain access to the Calendar with a username and password and once access is granted, Volunteers will be able to add themselves to any events that they are available to attend.

Under no circumstance should Volunteers remove themselves from the Volunteer Calendar – if unable to attend a shift that they previously committed to, Volunteers should inform a Volunteer Coordinator or Theatre Management giving as much notice as possible. If, for any reason, Volunteers are unable to add their name to the Calendar they should contact a Volunteer Coordinator or Theatre Management who will add the name accordingly. Under no circumstances should anyone, other than a Volunteer Coordinator or Theatre Management, add anyone else's name to the Calendar, for any reason, as this can cause confusion.

As well as detailing forthcoming events, all marketing opportunities and outside local events, where Volunteers assistance is required, will also be listed on the calendar. While not essential, Volunteers are urged and encouraged to assist where possible.

Please note, if accessing the Volunteer Calendar on a mobile phone / tablet, you will need to download a free GOOGLE SHEETS app.

Summary of Front of House Main Duties and Responsibilities

- Event briefing and job allocation at start of shift by Volunteer Coordinator on duty.
- Setting up and keeping the Kiosk clean and tidy before, during and after the event.

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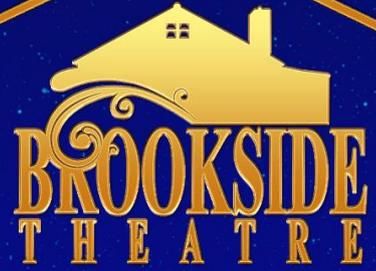
- Setting up and keeping the Foyer clean and tidy before, during and after the event.
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- Ensuring that the Toilets are clean and tidy before, during and after the event.
- Ensuring that the Auditorium is clean and tidy before, during and after the event.
- Meeting and Greeting Patrons and assisting with queries.
- Dealing with Box Office sales.
- Assisting with seating before and during the event including assisting Patrons with accessibilities needs.
- Selling refreshments from the Kiosk before and during the event.
- Selling theatre programmes / merchandise / raffles tickets before and during the event (*where applicable*).
- Ensuring that Patrons behave appropriately and in no way contravene Theatre's rules and regulations.
- Distributing leaflets at the end of the event.
- Ensuring that the Kiosk is clean and restocked following an event.
- Providing excellent customer service at all times to Patrons, Artistes and fellow Volunteers.
- Ensuring the safety of Patrons, Artistes and fellow Volunteers at all times.
- Being an Ambassador of the theatre at all times.

Volunteer Coordinators and their Responsibilities

At least one Volunteer Coordinator will be on duty at every event and he / she will assume certain responsibilities as follows:

- Appointing jobs and seating allocations, i.e. which Volunteer will sit in the auditorium during the event and who will remain in the foyer.
- Event information briefing with Theatre Management: running time, interval timings, wheelchair allocations, shows to be flyered etc. Volunteer Coordinators will assume responsibility for briefing Volunteers accordingly.
- Volunteer Coordinators must ensure that all duties / tasks are undertaken properly.
- Supporting other Volunteers re. training / queries.
- Ensuring that the theatre is ready to open 1 hour prior to a performance.
- Overseeing clearance for start and interval recommencement of any performance.
- Completing the Show Report at the end of every performance.

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These responsibilities are in addition to those highlighted on the Volunteer Check List below.

Volunteer Check List

Volunteers are expected to have read and understand the Volunteer Check List (*below*) and ensure that all tasks and duties are completed on each shift.

The checklist breaks down duties to be undertaken before, during and after each shift but is not exhaustive and Volunteers may be expected to undertake additional instructions from the Volunteer Coordinator and / or Theatre Management.

A copy of the Volunteer Check List is displayed on the wall in the Kiosk.

Volunteer Check List: Start of Shift

Kiosk

- Set up cups and tea / coffee station. Do not prefill the cups with coffee as this stains the cups.
- Fill and switch on urn.
- Check for sufficient milk and purchase if necessary.
- Check that all fridges / confectionary have been restocked.
- Where applicable, stock Refreshment Trolley.

Foyer / Auditorium

- Ensure foyer is clean and tidy.
- Wipe down tables, if necessary.
- Ensure toilets are clean and tidy, switch on toilet lights.
- Check / tidy auditorium prior to opening the theatre.
- Check sufficient stock on condiment stand, e.g. sugar, stirrers etc.

VOLUNTEER INFORMATION



cont...

Other

- Ensure back gate is unlocked.
- Switch on side path light, front light / illuminated sign.
- Power up Box Office computer and launch and login to Box Office software.
- Put ashtrays on outside tables.

Volunteer Coordinator

- Power up Kiosk tablet and launch and login to software.
- Find out about running time, interval, latecomer's policy and wheelchair allocations and communicate to Volunteer team.
- Assign responsibilities / Volunteer seating allocations.

Volunteer Check List: During Shift

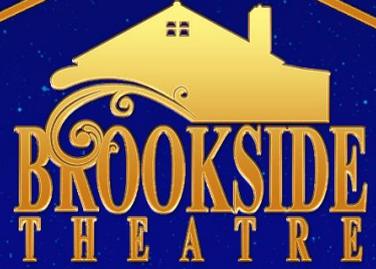
Kiosk

- Serve refreshments.
- Re-stock Kiosk as appropriate.
- Sell programmes / merchandise if applicable.

Foyer / Auditorium

- Check tickets and Meet and Greet Patrons on arrival / assist with re-admission.
- Serve refreshments via Trolley.
- Ensure foyer / auditorium / toilets are tidy at all times.
- Assist with seating before and during the show including latecomers.
- Check that aisles in auditorium are clear, prior to and during the event.
- Sell programmes / merchandise / raffle tickets if applicable.
- Following interval, clear stock from Refreshment Trolley and wipe down.

VOLUNTEER INFORMATION



cont...

Other

- Cover Box Office duties including ticket sales, printing and collection.
- Monitor parking / unauthorised cars.

Volunteer Check List: End Of Shift

Kiosk

- Ensure cups / cutlery are washed, dried and put away.
- Empty / Switch off urn.
- Restock fridges (*as detailed below*) / smaller ice-cream freezer.
- Properly clean all kitchen surfaces inc. Sinks.
- Mop the floor

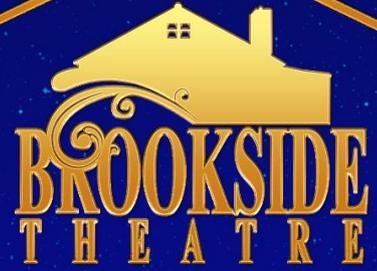
Foyer / Auditorium

- Say goodbye / leaflet distribution (*consult Volunteer Coordinator*).
- Wipe down foyer tables and fill condiment stand.
- Empty foyer bin; replace bin liners.
- Tidy auditorium; remove all rubbish, cups and clean any spillages. Inform Volunteer Coordinator of stains, chewing gum etc.
- Donation buckets where applicable.

Other

- Ensure toilets are tidy; empty bins, restock toilet rolls and ensure taps are not dripping.
- Ensure all rubbish bags are disposed of in the blue bin behind the front building. If the bin is full, bags should be left neatly beside it.
- Clear outside seated area; wipe tables, put seats back and bring inside / clean ashtrays.

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cont...

Volunteer Coordinator

- Complete and sign Show Report.
- Check that all areas are clean, fridges restocked etc.
- Ask Volunteers on duty about Season Brochure / Leaflet distribution and provide leaflets accordingly.
- Ensure that all waistcoats are returned and are hung neatly, one per hanger.
- Look back gate once all Patrons are clear.

Job Allocations

At the start of each shift, the Volunteer Coordinator will allocate each Volunteer on shift their duties.

During an event, it is essential that at least one Volunteer is present in the auditorium at all times to ensure the safety of Patrons and Performers and at least one Volunteer remains in the foyer to deal with possible latecomers and matters that may arise during a performance.

Under no circumstances should Volunteers leave their post during a shift without having obtained cover from another Volunteer nor should they leave the theatre during a shift, for any period of time, unless in an emergency. In this instance, Volunteers should bring the matter to the attention of the Volunteer Coordinator, so that his / her absence can be noted.

Marketing / Leaflets / Brochures

The theatre produces a Season Brochure, bi-annually, which details all the events in the forthcoming season.

The Season Brochure is usually published around the end of April (*for the period of June to December*) and the end of October (*for the period January to June*).

In addition, most shows that come to the theatre produce and supply us with their own flyers and posters specific to their event.

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At the end of each event, Volunteer Coordinators will discuss distribution opportunities with Volunteers on duty and provide marketing material accordingly. We would ask that all Volunteers take material with them, to distribute; local hairdressers, schools, dentists / doctors / opticians, hospitals, cafes, cab offices, arts centres, libraries, social clubs, retirement homes, public noticeboards (Tesco, Costas, Sainsbury's, Wilkos etc.) and so forth. The theatres need everyone's help distributing material and ensuring that these marketing outlets are restocked when necessary.

We ask that all Volunteers assist with the distribution of this material. Users of social media outlets such as Facebook, Twitter etc. are encouraged to 'like', 'follow' and 'share' posts.

Dress Code

Volunteers are expected to be smartly dressed in plain black clothing at all times. No sportswear or logos are permitted. Front of House Volunteers will be issued with, and expected to wear, a Brookside Theatre waistcoat. These waistcoats must not be taken off-site without the permission of Theatre Management and returned to Kiosk immediately following an event. Waistcoats should be left; just one per hanger as putting multiple waistcoats on a single hanger causes seam damage. Identification lanyards and / or badges will be provided and must be worn at all times whilst representing the theatre. Likewise lanyards and / or badges should not be taken away from the theatre.

Personalised Lanyards with Volunteers' names will be provided after a proven commitment by the Volunteer – if you do not have a lanyard with your name on it, email the Theatre Manager at info@brooksidetheatre.com.

Training

All Volunteers will be trained on how to use the Kiosk Software and the Box Office System (*See below*).

It is the responsibility of Volunteers to ensure that they are proficient in all relevant systems, software and procedures. Any additional training requirements and / or questions should be addressed with the Theatre Management. To arrange training or ask specific questions regarding systems at the theatre, email harri@brooksidetheatre.com.

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Shift Times and Timekeeping

The theatre opens to members of the public, one hour prior to the event start time. Volunteers are expected to arrive no later than 45 minutes prior to this time for a briefing, job allocation and to set-up, e.g. If the show starts at 8pm, the evening shifts would start at 6.15pm and if a performance starts at 2pm, the matinee shift would start at 12.15pm. Event start times vary and Volunteers are strongly advised to check the Volunteer Calendar carefully before any event.

Volunteers are expected to stay until the end of the shift and ensure that all duties on the Volunteer Check List are completed and should only leave once they have consent from the Volunteer Coordinator. If a Volunteer needs to leave early for any reason, the Volunteer Coordinator should be informed.

It is unlikely that Volunteers will be expected to be at the theatre any later than 11.00pm, except under exceptional circumstances.

A minimum of one Volunteer must remain at the theatre until all Patrons have vacated the premises. This may be the Volunteer Coordinator.

Volunteers are expected to telephone the theatre or Volunteer Coordinator, if running late for their shift. Text messages, emails, Facebook messages or contact through another Volunteer can be unreliable and therefore not acceptable. The telephone number of the theatre is 01708 755775 and Volunteer Coordinator's numbers can be found below.

Opening the theatre to Patrons

The theatre must be ready to open to the public, 1 hour before the stated performance time. The Volunteer Coordinator is responsible for opening the theatre to Patrons, ensuring that the theatre, foyer and Kiosk are ready and Volunteers positioned at their allocated, appropriate posts.

Patrons are not permitted inside the theatre before this time and it is the responsibility of the Volunteers to prevent Patrons from entering the building. If a Patron requests to use the toilet before the theatre has officially opened, a Volunteer must ensure that the Patron leaves the theatre immediately afterwards.

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The Volunteer Coordinator must confirm with the Theatre Manager and / or technicians, that the auditorium is ready to open to Patrons. In the event that the auditorium is not ready, Patrons may only be admitted into the foyer area until the auditorium is ready.

Starting the Show / Recommencement after Interval

The Volunteer Coordinator must give clearance to the Technical Desk and Box Office, 5 minutes prior to the start of a performance to ensure that the show will start on time. Once clearance has been given and the Artistes / Performers are in the Foyer or backstage, clearance must be given the Technical Desk to commence the show by the Volunteer Coordinator. The theatre strives to start all shows on time except in exceptional circumstances.

The standard interval length is 20 minutes. All Volunteers must assist in getting Patrons re-seated / clearing the foyer with enough time for the show to restart on time. Once the foyer is clear, the Volunteer Coordinator will give clearance to the Artistes / Performers.

Once the Artistes / Performers are in the foyer or backstage, the Volunteer Coordinator must give clearance to the Technical Desk to recommence the show.

Reporting Sickness / Absence

If you are unable to attend a shift through sickness or for any other reason, prior to the day of an event, you should contact the Volunteer Coordinator or Theatre Management either through email, Facebook or telephone giving as much notice as possible in order that a suitable replacement can be found. Under no circumstances should Volunteers remove themselves from the Volunteer Calendar.

If a Volunteer needs to report sickness or their absence on the day of a particular event, they are required to do so only via telephone to the theatre or Volunteer Coordinator. Text messages, emails, Facebook messages or contact through another Volunteer can be unreliable and therefore not acceptable. The telephone number of the theatre is 01708 755775 and Volunteer Coordinator's numbers can be found below.

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Reporting Damage / Breakages

Any and all damage and / or breakages should be reported to the Volunteer Coordinator so that this information can be relayed to Theatre Management via the Show Report.

Cleaning

At the end of each shift, Volunteers should ensure that all kitchen / foyer surfaces are wiped down properly and that the floor in the Kiosk is mopped and clear of marks and spillages. Any / all spillages in the auditorium must be cleared up and the audition vacuumed, to remove larger debris; sweets, wrappers etc. Under no circumstances should products be used on the parquet flooring.

Volunteers should ensure that all taps including in the toilets are switched off and not dripping.

For major spillages, the Volunteer Coordinator should be informed and they will advise the best course of action.

At the end of each event, the auditorium chairs must be checked at the end of an event for chewing gum. If chewing gum is found, please report this to either the Volunteer Coordinator or Theatre Management and under no circumstances try to remove the chewing gum.

Lost Property

Lost property found by, or handed to, a Volunteer should be given to the Volunteer Coordinator. The Volunteer Coordinator should ensure that lost property is left in the Lost Property box located in the cupboard in the kitchen area. All lost property is kept for a period of 1 month before being disposed of.

Volunteer Eating and Drinking

Volunteers are welcome to free bottles of water and hot drinks, whilst on duty. All other refreshments must be paid for and the theatre are not able to offer Volunteer discounts.

Eating or drinking in view of Patrons is not permitted under any circumstances, this does include the consumption of confectionery and / or savoury snacks.

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Under no circumstances is eating permitted whilst the theatre is open to Patrons. If you must eat, Volunteers are required to do so before the theatre opens to the public and only then in the kitchen area behind the Kiosk. Hot and / or odorous food may not be consumed in the theatre any less than one hour prior to theatre opening to the public.

Volunteers must not take drinks into the auditorium at any time and chewing gum is not permitted on the premises under any circumstances.

Smoking

Smoking is prohibited in all areas of the theatre and only permitted in the designated smoking areas.

Volunteers are only permitted to smoke once a performance has started and only then if there are a sufficient number of Volunteers on duty to ensure that the auditorium and foyer are covered. Under no circumstances should Volunteers smoke wearing the Brookside Theatre waistcoats and, after smoking, Volunteers must wash their hands. Volunteers should never smoke in view of Patrons.

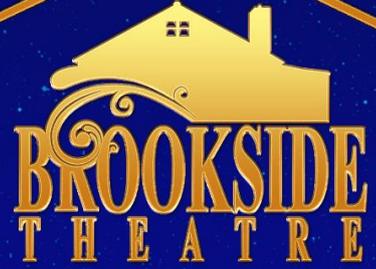
Re-Stocking / Stock Matters

It is essential that the fridges / freezers are properly restocked following every performance. Stock rotation should go from the cupboard to the tall fridge to the under counter drinks fridge. If necessary, ice cream should be moved from the tall freezer in the kitchen area to the under-counter freezer. It is incredibly important, when stocking the fridges / freezer, that stock is rotated i.e. older stock, or stock with a shorted 'shelf life', be brought to the front. If Volunteers are unsure of how to restock, they should seek advice from the Volunteer Coordinator.

When restocking, no more than 12 cans, of each variety of soft drink, should be put into each fridge - water, fruit juices and ice cream should be filled to capacity. No more than three packets of each variety of confectionary should be added to each hook. Over-stocking can cause spillages, damage to product and complicate stock control.

Volunteers and Volunteer Coordinators are expected to regularly check 'sell by' dates. Out-of-date stock should not be put away but left on top of the counter for disposal and the Volunteer Coordinator should make note of this on the Show Report.

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Working in the Box Office

Box office training will be offered to all Volunteers following a brief probationary period. Any Volunteer wishing to be trained on the Box Office system should email harri@brooksidetheatre.com.

Working 'On the Door' / Re-admission

When working 'On the Door', Volunteers will be responsible for ensuring that everyone who enters (or re-enters) the auditorium has a valid ticket; carefully checking the time, date and event title. All Patrons, regardless of age, must present a valid ticket to gain entry to the auditorium and these may be presented on a tablet or mobile telephone or as a physically printed ticket. If a Patron offers their mobile phone, Volunteers should not handle them and, if necessary, request that the Patron 'zooms' the image themselves.

For events where concession tickets are available, it is important that the Volunteer checks that any concession tickets are being used by the correct category of Patron i.e. that an Under 16 ticket is not being used by an Adult. Any Patrons trying to enter the auditorium on the incorrect ticket type must be referred to the Box Office to purchase the correct ticket type if the face value of the ticket is less than the ticket type they should be using.

Whenever possible, during the interval, one Volunteer should remain beside the front entrance ensuring that Patrons who leave the theatre are in possession of their admission ticket to gain readmission. If a Patron is not in possession of their ticket as they leave the foyer, Volunteer should issue the Patron with a 'Readmission Ticket', which must be collected when the Patron re-enters the theatre.

Raffle / Collections

Where possible, a raffle will be run at each event – this will be at the discretion of the Volunteer Coordinator. The prize is generally 2 tickets to an event of the winner's choice, subject to availability. Raffle tickets are priced at £2 per strip and £5 for three strips. For one night events, the Volunteer Coordinator will draw the winner at the end of the interval and for in-house productions, running longer than one evening, the winner will be drawn at the end of the run with the winner's details posted on the theatre's Facebook wall. For in-house productions, it is essential that the Patron's name and contact telephone number are written clearly on the back of each ticket purchased.

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The Volunteer Coordinator is responsible for documenting the winner in the Show Report, detailing the Patron's name, contact number and the winning raffle ticket number.

At the discretion of the Volunteer Coordinator, Volunteers may be asked to hold collection buckets by the entrance door at the end of an event.

At an appropriate time, prior to any event, Volunteer Coordinators should approach the Act / Agent and ask whether they would be willing to make a brief announcement about the War Memorial and collection buckets during their performance. Copies of the information re. the collection can be found at the back of the Show Report folder and given to the Act / Agent should they be willing to comply.

Auditorium Ushering

Volunteers should be familiar with the seat numbering / layout and able to assist Patrons to their seats, should assistance be required. Auditorium ushers should carry torches with them at all times – these are located in the Volunteers cupboard – and used to guide Patrons up stairs and to their. Volunteers should ensure that the light from the torches is kept on the floor at all times and never raised to a Patron's eye level.

Health and Safety Policy / Fire Evacuation Procedure

It is the responsibility of every Volunteer to read and understand the Theatre's Health and Safety Policy - and any future revisions and / or amendments when notified by Theatre Management - and shall abide by the Policy at all times.

The Health and Safety Policy includes Fire Evacuation Procedures, Safe Systems of Work, Structures, First Aid & Accident Procedures and other relevant practices. A copy of this can be downloaded from the Volunteers Area of the website and a copy found in the Health and Safety folder located in the Volunteers cupboard.

VOLUNTEER INFORMATION



Complaint Handling / Procedure

If a Patron wishes to make a formal complaint, Volunteers should ask them to contact the Theatre Manager and provide them with the necessary contact details. Alternatively, take the Patron's name, contact details and a brief description of the nature of the complaint, explaining that the Theatre Manager will contact them as soon as possible. Volunteer Coordinators are responsible for detailing all complaints on the Show Report.

Patron Behaviour

Should a Patron be displaying inappropriate behaviour and acting in a way that contravenes theatre rules and regulations, Volunteers are expected to address the matter directly with the Patron as long as he / she feels confident to do so. If a Volunteer does not feel confirmed enough to address the matter, he / she should immediately consult the Volunteer Coordinator who should assist to take appropriate action.

In order to effectively monitor the behaviour of Patrons, it is essential that at least one Volunteer is seated at the back of the auditorium at all times during a performance, and at least one Volunteer remains in the foyer.

In the event that the Theatre Manager is required to deal with a more serious issue, this should be raised with the Theatre Manager either at the beginning or end of the performance or during the interval, unless in an emergency.

Alcohol is not permitted on the premises and any Patron found drinking on the premises should be asked to dispose of the alcohol or leave the theatre.

No food or drink purchased outside of the venue may be consumed on the premises. Any patron bringing food or drink onto the premises must be asked to consume it outside the theatre building or dispose of it appropriately.

During musicals and plays, the use of recording equipment is not permitted under copyright law and can prove annoying to fellow Patrons. If a Patron is seen taking photographs or recording any part of a performance, they should be confronted and asked to stop immediately. With live bands, the taking of photographs may be permitted. If unsure Volunteers / Volunteer Coordinators should consult Theatre Management. In any event, Volunteers should ensure that any Patron using recording equipment are not disturbing other Patrons.

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Other examples of inappropriate behaviour, that require action, are as follows:

- Standing on chairs.
- Use of mobile telephones during a performance.
- Blocking aisles personally or with personal property.
- Knowingly obstructing fellow Patrons view.
- Unnecessary noise / talking during events.
- Lack of respect for performers, fellow patrons and / or Volunteers.
- Lack of respect for the theatre and property.
- Being drunk and disorderly.

A key part of the Volunteer role is to ensure the comfort, enjoyment and safety of the Patrons at all times.

Patrons with Disabilities / Accessibility Needs

The theatre does not currently have any wheelchair spaces available and there are currently no disabled toilet facilities at the theatre. Plans are being made to rectify this situation in the future.

Patrons using walking aids including rollators, shopping trolleys, zimmer frames etc. will need to leave such items in the foyer. In this event, it may be necessary for the Volunteers to assist with removing and / or returning the walking aid to the Patron(s) and ensure that they are not left anywhere that they could cause an obstruction or safety hazard.

Latecomers

To keep disturbance to other Patrons to a minimum, latecomers must only be admitted into the auditorium at a suitable point in the performance, which, for plays and musicals, would usually be at the end of a scene or musical number during the applause or black out. The same should apply to any Patron leaving the auditorium, and being readmitted, at any time during the performance. Latecomers should be made immediately aware of the situation as they enter the theatre and Volunteers should bear in mind that noise from the foyer can and will be heard in the auditorium.

VOLUNTEER INFORMATION



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The correct latecomer policy should be confirmed by the Volunteer Coordinator with Theatre Management before the event and communicated to the Volunteer team.

Latecomers are not permitted to stand at the back of the auditorium or on the steps in to the auditorium and must remain in the Foyer until a suitable point in the performance to be admitted and seated.

Latecomers should be seated at the back of the auditorium and assisted to their chair(s) by a Volunteer.

Latecomers who do not have a ticket are not allowed into the auditorium without first purchasing a ticket.

Children and Babes In Arms

Children under the age of 5 are not permitted in to the auditorium unless a production is specifically targeted at a younger audience. It is the responsibility of the Volunteer Coordinator, to ensure that Volunteers are aware of any / all age restrictions applied to a performance and that Patrons are only permitted in to the auditorium accordingly. This information can be found on the events listing on the theatre's website.

All persons aged under 16 must be accompanied and sat next to the accompanying adult and may not sit on their own within the auditorium.

All Patrons, regardless of age, must present a valid ticket to gain entry to the auditorium and children must be able to sit unaided within the purchased seat. We do not allow children to be seated on an adult's lap or 'babes in arms' under any circumstances.

Volunteers are expected to refuse entry in to the auditorium if necessary. In this event a refund will be issued and it is the responsibility of the Volunteer Coordinator to make note of any refund on the Show Report. Patrons must be informed that the refund can only be issued by Theatre Management and refunds will be issued on the next working day but can take up to 10 days to show in the Patron's account. Under no circumstances may Volunteers / Volunteer Coordinators issue refunds.

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Acts / Bands – Drinks and Refreshments

Free bottles of water should be made available to all members of the act / band. All other refreshments must be paid for unless otherwise advised by Theatre Management. Visiting acts / bands have tea and coffee making facilities in their dressing rooms.

For in-house productions, performers and / or crew must pay for all refreshments, including bottles of water, unless otherwise advised by Theatre Management.

Volunteer Parking

Parking at the theatre is monitored, 2/7 by Smart Parking Ltd.

Any Volunteer wishing to park at the theatre must provide the Theatre Management with their vehicle registration number so that this can be registered with Smart Parking Ltd.

Registered vehicles will be able to park in one of the 4 parking spaces provided in front of the front building on Eastern Road however, these spaces cannot be guaranteed and are available on a first-come, first-served basis. Under no circumstances should Volunteers park between the two buildings as these spaces are allocated to Artistes / Crew and owners of vehicles left in this area will receive an actionable penalty.

It is the responsibility of Volunteers to provide Theatre Management with any alternative / new vehicle registrations numbers. Failure to do so may result in a penalty being issued.

Volunteers should be aware that we do not have parking for Patrons who should be instructed to park in Slaney Road Car Park. Charges for parking do apply but the Car Park is managed by the Council and nothing to do with the theatre. *(See FAQ for further information)*

Meetings / Socials

Volunteer Meetings may be held at the theatre to discuss upcoming events and related matters. Although these meetings are not compulsory, Volunteers are asked to make every effort to attend where possible as all suggestions, comments and ideas are appreciated and Volunteers are actively encouraged to get involved in all aspects of theatre business.

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Social events are also organised by Volunteer Coordinators, throughout the year to encourage Volunteers to get to know each other in a social environment.

Details of these events and meetings are posted on the Facebook group.

Volunteer Performance / Behaviour

This is a voluntary post and no expenses are paid. No member of the Brookside Theatre team, including the management thereof, are paid for his or her involvement. Volunteers are not considered to be 'employees', however they may be perceived as such by anyone they meet while on Brookside Theatre business. Therefore Volunteers should conduct themselves appropriately at all times and in accordance with the theatre's policies including the use of bad language and inappropriate behaviour towards Patrons, Artistes or fellow Volunteers.

Whilst on shift, Volunteers are expected to conduct themselves in a professional manner at all time. As much as the Theatre Management want the Volunteers to enjoy the performance, dancing and other such activities whilst on shift are not appropriate and can detract from the attention needed to undertake the duties required. The theatre Patrons' behaviour is paramount in the safety of all concerned. Volunteers must remain positive, friendly and approachable at all times whilst on duty.

Volunteers should sit on the allocated seats provided. Sitting amongst the audience is not permitted.

Under no circumstances are guests / friends / family members of Volunteers permitted in to the theatre / auditorium before the theatre is officially open to the public, whether they are in possession of a valid ticket to a specific performance or not. This will violate the Theatre's insurance policy.

Volunteers must be aware that noise and talking from the Kiosk and the foyer can be heard in the auditorium and therefore must be kept to a minimum during a performance.

Other than in the event of emergency, neither Jai nor any member of the Technical Staff should be disturbed or distracted during a performance.

Volunteers are not permitted to sell 'complimentary' tickets offered by Theatre Management nor are they permitted to sell tickets obtained through any official audience members club, the Audience Club, The

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Theatre Club, My Box Office (MBO) etc. Aside from this being in violation of Theatre rules it also contravenes the rules of the audience clubs themselves.

Mobile phones may be left on but should be silenced and only in an emergency should they be used while the theatre is open to members of the public. Mobile phones should be left in the kitchen area of the Kiosk.

No monies can be refunded or discounts offered without the consent of Theatre Management – this includes refreshments, tickets etc. and under no circumstances are Volunteers to take money from the cash tins to purchase diminished stock without prior consent from Theatre Management.

The Brookside Theatre's insurance does not cover any personal property when on the premises or working off site on theatre related business. Volunteers are responsible for the safekeeping of all personal possessions at all times as the theatre can accept no responsibility for any loss or damage. Volunteers are encouraged to leave all personal possessions in the Volunteer's cupboard in the kitchen area – this cupboard may be locked in necessary.

In the event of poor performance the Theatre Management will inform the Volunteer of its concerns verbally and / or in writing and request improvement within a reasonable timeframe. If no improvement is made or if the problem continues the Theatre Management may terminate service without further notice. Non-attendance at two performance shifts without adequate notice or reason will result in termination of service.

If a Volunteer has not attended an event for two months, without prior notification / contact being made, he / she will automatically be removed and no longer considered an active Volunteer.

Gross Misconduct

Where a Volunteer is found to be guilty of gross misconduct, they will normally be subject to immediate dismissal. Where there is an allegation of gross misconduct, the Theatre Management will carry out an immediate investigation. The Volunteer will have an opportunity to participate in that investigation, put forward their case and answer any allegation. While any misconduct is investigated, the Volunteer may be suspended. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after an investigation and a disciplinary hearing.

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If, after investigation and disciplinary hearing, it is deemed that the Volunteer has committed an offence of gross misconduct, the normal consequence will be immediate dismissal. The Volunteer will be notified of the dismissal as soon as possible.

The following list is a non-exhaustive list that indicates the type of actions that may constitute gross misconduct:

- Theft, fraud, deliberate falsification of company documents
- Violent behaviour, fighting, assault on another person
- Deliberate damage to company property
- Harassment
- Being unfit for work through alcohol or illegal drugs
- Gross negligence
- Gross insubordination.

Equal Opportunities Policy

The Brookside Theatre has adopted the following policy to ensure that equal opportunities are implemented throughout the work of the company. This policy shall inform the Brookside Theatre's actions and attitudes towards Volunteers and all members of companies working at the Brookside Theatre.

The Brookside Theatre recognises that individuals and groups have been and are oppressed on many grounds including gender, race, nationality, colour, ethnic origin, geographical location, sexuality, class, disability, HIV status, domestic status and responsibilities, religion, politics, age and appearance. No individual or group should receive less favourable treatment on the above grounds.

The Theatre aim to combat prejudice or discrimination in all forms. We recognise statistical evidence that suggests that women and those from ethnic communities are not, as yet, in a position of equality within the performing arts industries and we seek to address this in our work and our strategies.

The Theatre Manager, Management and Volunteers are responsible for ensuring that this policy is implemented. The Committee will review the policy on an annual basis.

VOLUNTEER INFORMATION



FAQS

The following is a list of useful information regarding questions frequently asked by our Patrons.

What time does the show finish?

Evening shows generally start at 8pm and finish between 10.15pm and 10.30pm. Matinees usually start at 2pm and finish between 4.15pm and 4.30pm. With all shows, we can only give an approximate running time and this information can be found on the website's event listing.

What evidence may be asked for as proof of a disability?

If a Patron is required to provide proof of disability, either when entering the auditorium or collecting tickets at the box office, accepted proofs of disability are as follows: a copy of your Disability Living Allowance (DLA) or Attendance Allowance (AA), National Disabled Identification Card (DID). A Blue Badge is not considered acceptable proof.

Why does the theatre not have disabled / wheelchair facilities?

Since the new raked seating was installed in September 2019, the theatre has been unable to accommodate wheelchair bound Patrons. Whilst seats can be removed from the back row, in order to accommodate a wheelchair, the theatre cannot, at present, afford to install a wheelchair lift to raise wheelchairs up to the back row. Plans are currently underway to raise funds for this access lift but no installation date is known.

Regarding a disabled toilet, there is simply not room within in the current layout of the building to install a disabled toilet. Theatre Management have looked in to having both toilets remodeled to accommodate a disabled toilet but the cost is significant. While it is a legal requirement for buildings built after a certain date, the War Memorial buildings are exempt due to their age.

Can I bring children to a performance?

Children under the age of 5 are not permitted into the auditorium unless a production is specifically targeted at a younger audience. The Volunteer Coordinator should be aware of any age restrictions implied on a performance; this information can be found on the website on the event listing. All persons

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aged under 16 must be accompanied and sat next to the accompanying adult and may not sit on their own within the auditorium. All Patrons, regardless of age, must present a valid ticket to gain entry to the auditorium and children must be able to sit unaided within the purchased seat. We do not allow children to be seated on an adult's lap or 'babes in arms' under any circumstances.

Is there parking at the theatre?

Parking at the theatre is for Volunteers, Staff, Artistes and Crew only and it is monitored 24/7 by Smart Parking Ltd. There is no parking for Patrons on theatre grounds and any Patron parking on the premises will receive an enforceable parking fine. The theatre are, in no way, responsible for fines issued and their enforcement.

The nearest public car park is located in Slaney Road, which is situated at the rear of the theatre. Access to Slaney Road Car Park is via Western Road and Grimshaw Way. There is a back gate in to the theatre from the car park. It is always worth informing Patrons that the car park is a 'Pay & Display' car park controlled solely by the council and it is in no way connected to the theatre.

There are also a limited number of 'Pay & Display' bays in Eastern Road.

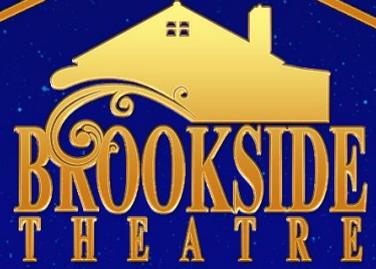
Can I drop people off at the theatre?

The driveway to the theatre is for access by foot only so Patrons can be dropped either at the front on Eastern Road or at the back on Slaney Road. Any unregistered vehicle brought on to the property has 10 minutes to leave before an automatic penalty is issued to the owner of the vehicle.

Can I take my drink into the auditorium?

Patrons are permitted to take soft drinks into the auditorium. However glasses and glass bottles are not permitted and nor are drinks purchased outside of the theatre. Hot drinks are not currently permitted in to the auditorium as cups / mugs are unstable and contents spill easily.

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Can I have a glass for my can of drink?

We do not currently provide glasses (plastic or otherwise) or cups with soft drinks – we are able to provide straws. This is in order to limit spillages as much as possible.

Why do you not have a bar at the theatre?

When the land was donated for the construction of the War Memorial in 1952, the donor and original Trustees stated in the Trust Deed and on the Land Covenant, that alcohol was not to be sold on the premises. This Land Covenant is still valid to this day.

Can I bring my own alcohol into the theatre?

Patrons are welcome to drink alcohol outside but under no circumstances may alcohol be brought in to the theatre. Anyone found drinking alcohol on the premises will be asked to leave the theatre.

Can I bring my own food / drink into the theatre?

Patrons are welcome to eat / drink their own food outside but under no circumstances should food or drink purchased outside theatre be consumed in the premises.

Where is the War Memorial and I can I see it?

There are three registered War Memorials at the theatre – the main theatre building itself, the oak panels engraved with the names of the service personnel and civilians who lost their lives during WWII, which are located in the entrance of the front building and with the painting of 'The Light Of The World'. Should any Patron wish to see the panels or painting they will need to make an appointment by contacting the theatre.

I am interested in becoming a Volunteer. What do I need to do?

Should any Patron express an interest in Volunteering at the theatre, their details including full name, telephone number and email address where possible, should be taken and left with the Show Report.

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Explain to anyone interested that someone will contact them to discuss available opportunities as soon as possible.

Does the theatre have booster seats / cushions?

There are cushions located in the kitchen area behind the Kiosk but these are for younger children only to assist with sight lines. If cushions are allocated by a Volunteer, the Volunteer must ensure that they are returned and put back in the cupboard at the end of a performance.

Can I bring my dog / pet in to the theatre?

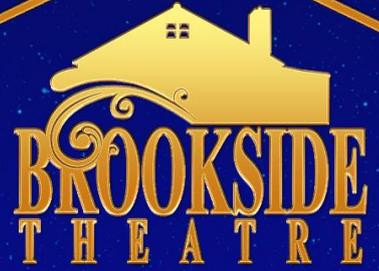
No animals are permitted in the theatre at any time except for registered Assistance / Guide Dogs. Patrons wishing to bring an assistance / guide dog to a performance must book by phone with the theatre and make proper arrangements for seating and required assistance. Guide Dogs are only permitted in the back row of the auditorium.

OUR THANK YOU TO YOU:

In return for your time and commitment, we offer rewards including:

- The opportunity to see shows and performances at the theatre free of charge.
- Invitations to social events and exclusive theatre activities.
- Complimentary tickets for many productions and events at the theatre for your friends and family to enjoy.
- The opportunity to be involved in a true and worthwhile community project.

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CONTACT INFORMATION

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Please note that this Volunteer Pack is subject to change. If you have any comments, omissions, suggestions or improvements please email them to info@brooksidetheatre.com.