

HENNEPIN THEATRE TRUST

ORPHEUM ★ STATE ★ PANTAGES ★ NEW CENTURY

Hennepin Theatre Trust Volunteer Manual



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Welcome to Hennepin Theatre Trust's Volunteer Program!

Thank you for choosing to share your time and talents with Hennepin Theatre Trust as a volunteer. We enthusiastically look forward to working with you in the days ahead.

As the independent non-profit owner of the historic Orpheum, State, Pantages and the newly developed New Century Theatres, the Trust relies on support from volunteers like you to increase our public reach and advance our work.

Your participation in the Trust allows us to further engage the public in community cultural development, offer inspiring arts education experiences and increase access to live performances in our magnificent venues. Your ideas and energy enable us to better enrich the vibrant cultural atmosphere of the Twin Cities and lead the revitalization of a thriving Hennepin Avenue. The Twin Cities is one of the top urban areas for volunteerism and volunteers are among the most important resources that non-profit organizations like the Trust have.

As a Trust Volunteer, you can earn many benefits and rewards, such as access to performances, complimentary admission to a historic theatre tour, tickets to our adult education initiative, *Broadway Confidential*, invitations to social and professional gatherings and other perks. We welcome you as a vital contributor to our work.

This Volunteer Manual is intended to give an overview of Hennepin Theatre Trust and the Volunteer Program. It also outlines expectations and responsibilities that come with being a part of our organization. Please take some time to read through it before beginning your work with us. We strongly encourage questions, ideas and feedback.

We appreciate your valuable contributions and thank you for joining Hennepin Theatre Trust!

Sincere Regards,

HENNEPIN THEATRE TRUST



Thomas L. Hoch, President/CEO
P: 612.455.9510
E: tom.hoch@HennepinTheatreTrust.org



Hennepin Theatre Trust, non-profit owner of the historic Orpheum, State, Pantages and the newly developed New Century Theatres, is devoted to enriching the vibrant cultural atmosphere of the Twin Cities.

615 HENNEPIN AVENUE, SUITE 140 ★ MINNEAPOLIS, MN 55403 ★ Phone 612.455.9500 ★ HennepinTheatreTrust.org

Hennepin Theatre Trust Important Contact Information

Hennepin Theatre Trust

615 Hennepin Avenue, Suite 140
Minneapolis, MN 55403
Main: 612.455.9500
Fax: 612.455.9502
www.HennepinTheatreTrust.org

Key Phone Numbers:

Gale Peterson, Volunteer Coordinator: Non-emergency	612-455-9517
Emergency	612-396-4988
Melissa Koch, Director of Education & Community Engagement	612-455-9530
Lisa Lane, Director of Development	612-455-9515
Kathryn, Tjaden, Individual Giving Manager	612-455-9516
Kelly Lafferty, Administration- Executive Assistant	612-455-9505

Orpheum Theatre Address

910 Hennepin Avenue

State Theatre Address

805 Hennepin Avenue

Pantages Theatre Address

710 Hennepin Avenue

New Century Theatre

615 Hennepin Avenue, Suite 145

State Theatre Box Office

805 Hennepin Avenue
Minneapolis, MN 55402

612-339-7007 (no ticket sales)
ASL/AD 612-373-5650

State Theatre Box Office Hours

Monday-Friday: 10:00am to 6:00pm
Saturday: Noon to 3:00pm
Sunday: Closed

Open through intermission during a show
Opens 2 hours prior to events
No service fees when buying in person

Ticketmaster
Ticketmaster outlets
Internet Ticket Sales
Tickets by Fax

800-982-2787
Macy's
HennepinTheatreTrust.org
612-252-0601

Hennepin Theatre Trust

Overview & Mission

Hennepin Theatre Trust, owner of the historic State, Orpheum, Pantages and New Century Theatres, is an independent, non-profit organization dedicated to arts-inspired community cultural development. We achieve our mission by presenting a rich mix of live performances, creating inspiring arts education experiences and advancing a thriving Hennepin Avenue Cultural Corridor in downtown Minneapolis, Minnesota.

Year-round, we open our doors and roll out the red carpet to welcome our guests to a wide array of events and programs that make this city more culturally vital and economically successful.

Hennepin Theatre Trust plays a pivotal role in making downtown Minneapolis an attraction to more than 500,000 people who visit our theatres each year. Your patronage not only supports the Trust in its work, but your involvement sustains the energy that is so essential to our city's vibrant cultural environment.

Organization History

Hennepin Theatre Trust, established in 2000, was created to assume responsibility for and guarantee the future of the State, Orpheum and Pantages Theatres which line Hennepin Avenue in downtown Minneapolis. In 2005, the Trust executed a long term financing arrangement with the City of Minneapolis to transition ownership of these three theatres from the City to the Trust.

The **State Theatre** was saved and restored as part of the LaSalle Plaza redevelopment project. Prior to this, our community routinely demolished older buildings—including historic theatres—to make way for new construction. The State Theatre is widely seen as the landmark case for preservation in Minneapolis and it helped turn the tide against the automatic demolition of historic buildings.

While the State Theatre was still undergoing restoration (completed in 1990), the **Orpheum Theatre** became available when singer/songwriter Bob Dylan and his brother put it on the market. The City of Minneapolis quickly moved to acquire the venue, began operating the theatre almost immediately and subsequently completed restoration in 1993.

In August 1996, Ted Mann, who owned the **Pantages Theatre**, sought a demolition permit. The City rejected demolition and assumed ownership of the Pantages, which reopened after the restoration was completed in November 2002.

In 2011 Hennepin Theatre Trust established the **New Century Theatre**, a flexible use performance space on the street level of City Center in downtown Minneapolis. This 300 seat theatre is a key part of the Trust's work in continuing to revitalize Hennepin Avenue and increase its arts education and presenting activities

Today, Hennepin Theatre Trust continues to own, operate, preserve and program these historic theatres. As the long-term owner, operator and principal programmer of these amazing venues, the Trust is positioned to create a bright future for them, presenting a

broad array of live entertainment that enriches our community.

The Trust has hired Historic Theatre Group, LLC to oversee the daily operation of our theatres. We also work in consultation with a variety of outside organizations, including a relationship with Broadway Across America, to assist us in securing the very best in touring Broadway engagements. Additionally, the Trust has brought current works to our stages through valuable local partnerships with The Jungle Theater, The Loft Literary Center, Theater Lattè Da and Cantus, the History Theatre, Actors Theater, Chanhassen Dinner Theaters, the Guthrie Theater and National Geographic. The Trust will continue to foster a broad range of partnerships to ensure a diverse mix of programming for our community.

Hennepin Theatre Trust Volunteer Program

Overview

Volunteers are an indispensable part of Hennepin Theatre Trust. Volunteers help the Trust fulfill its mission by providing administrative help, special event assistance, in-theatre ambassadorship and assisting with other important organizational components and activities.

Hennepin Theatre Trust created this manual to help volunteers effectively perform their responsibilities. There are many rewards for volunteering for the Trust, which are outlined in this manual, but responsibilities also come with these benefits.

Getting Started

Orientation

All Volunteers of Hennepin Theatre Trust must attend an orientation prior to actively volunteering with the Trust. This orientation includes a front of house tour of the theatres and review of the duties and expectations. Orientations are generally offered monthly.

Please check this link on our website for scheduling information:

<http://www.hennepintheatretrust.org/support-us/volunteer/opportunities>)

Registration

Volunteer registration and event sign-up is available on Hennepin Theatre Trust's website at: <http://www.hennepintheatretrust.org/support-us/volunteer/opportunities>. You may want to bookmark this page in your browser for easier access. All Volunteers must have a valid email address. After you have attended an orientation and received confirmation of your username and password, we invite you to sign up to volunteer.

Information about Volunteer opportunities (time, place, attire, etc.) will be sent to all Volunteers when new opportunities are available.

Our website only allows Volunteers to sign up for events that still need assistance. If a Volunteer opportunity has been filled, please select a different event. Please do not email the Volunteer Coordinator to sign up for an event or performance.

Once you sign up for an event/activity, this is considered a confirmation that you will be there. **We rely on you to fulfill this commitment.** This is an extremely important aspect of volunteering. If you absolutely must cancel, email the Volunteer Coordinator at volunteer@hennepintheatretrust.org as soon as possible, but no later than 72 hours prior to the event/activity. Please refer to the Attendance Policy in this manual.

Volunteer Training

Volunteer Job Descriptions

There are four types of Volunteer opportunities for Hennepin Theatre Trust. It is very important that all Volunteers arrive on time. Below are the titles and job descriptions:

- *In-Theatre Ambassadors:* Ambassadors help ensure patron comfort during performances and act as an extension of Hennepin Theatre Trust. They are responsible for performing duties and responsibilities as directed by staff or the designated Ambassador Captain. Ambassadors should arrive at the theatre 75 minutes before the show begins. In-Theatre Ambassadors must be at least 16 years of age. An overview of Ambassador stations are listed below.
- *Ambassador Captain:* One Ambassador Captain will be assigned by Trust staff for each performance to coordinate In-Theatre Ambassadors. Captains are responsible for ensuring these Ambassadors are at their stations and act as the main point-of-contact between theatre staff and the Ambassadors. A full list of duties is listed below.
- *Event Volunteer:* Hennepin Theatre Trust hosts many events throughout the year for patrons, cast and crew members, donors, special guests and various engagement activities. Duties change with each event, so Volunteers will receive their assignments in advance. Event Volunteers must be at least 21 years of age.
- *Administrative Day Volunteer:* Volunteers assist Hennepin Theatre Trust staff with clerical duties or office activities. Administrative Days are scheduled as needed throughout the year. Duties change according to Trust office needs.

In-Theatre Ambassador Stations

In-Theatre Ambassadors are assigned to the following locations in the theatre:

Special Needs Restroom (1 person): One Ambassador stands in the Orpheum alcove to reserve the restroom for people with special needs. This Ambassador must know where the other restrooms and drinking fountains are located. It is imperative that a patron be allowed to use this restroom if they feel they have a special need. It is NOT the Ambassador's responsibility to decide whether the patron has a special need (sometimes, a special need may not be immediately apparent). The Ambassador should return to this location for intermission.

Skyway Escort (1-2 people): One or two Ambassadors will be stationed by the Skyway to escort people through the Orpheum theatre to the box office. At intermission these Ambassadors should stand by the 9th Street entry to remind patrons that re-entry is only permitted through the front entrance and that patrons will need their ticket stub for re-admission.

Mezzanine Level (1 person at the top of each stairway): Ambassadors will direct patrons to the auditorium doors or up to the next level. Ambassadors should know where the restrooms and drinking fountains are located. At intermission, these two Ambassadors should remain on the mezzanine level to direct patrons and answer questions.

Door Greeter (1 person): The Door Greeter is stationed under the marquee to open doors, welcome patrons, answer questions (curtain time, restroom info) and act as the first point of contact for Hennepin Theatre Trust. This is a highly visible position. At intermission, this Ambassador will help the traffic flow at the bar lines and be available to answer questions.

Coat Check Ambassador (1-2 people): Coat Check Ambassadors must be willing to stay through the production until all coats have been claimed. Instructions on running the coat check are provided in the coatroom. The Coat Check Ambassadors should return to the coat check through intermission. Ambassadors should also prepare the coat check for the next shift. Other Ambassadors should assist in clean up as needed.

Note; your captain or the event manager may change these roles as needed. Please be flexible and let your captain know if you have any concerns.

Ambassador Captain Duties

Before an Event:

- One week before the event, send a reminder email with the date, location, arrival time and all other necessary details to all Ambassadors who signed up to work.

During the Event:

- Arrive at the theatre ninety minutes before curtain time to attend usher meeting.
- Check with Event Manager about the availability of Ambassador seating. If there are no seats available, Ambassadors may watch the performance on the screen on the first floor or in the standing room only area at the discretion of the Event Manager.
- Retrieve coatroom key, nametags, sign-in sheets and arrive at the front doors 75 minutes before curtain to meet Ambassadors as they arrive.
- Introduce Ambassadors to each other, have all sign in, hand out nametags and assignments.
- Remind new Ambassadors where their stations are located.
- Make sure Ambassadors are at their stations one hour before curtain.
- Lock the coatroom and keep the key during the performance once it begins.
- Return to the coat check window before intermission begins. If Trust Ambassadors are running coat check, unlock the door so patrons can retrieve their coats.
- Make sure Ambassadors are in place before intermission begins and stay in their place until the doors close. Collect nametags of those who leave after intermission.

- Collect remaining nametags and place them in the box located in the coatroom at the end of the evening.
- Make sure the coatroom is cleaned up and ready for the next volunteer shift.
- Leave the coatroom key in the box, turn out the light and close the door (it should lock by itself).

After an Event:

- Send a thank you email to the Ambassadors.

Attendance

Plans sometimes change and emergencies occur, but if you are unable to attend an event you have signed up for, you must contact your Ambassador Captain (or Volunteer Coordinator if there is no captain) at least 72 hours in advance of the event. We rely on you for adequate staffing and must have appropriate time to adjust scheduling as necessary. Emergencies, including accidents, hospitalization of loved ones, and deaths in the family may not be considered “no-shows,” but we appreciate advance notice whenever possible. Please do not sign up for events you will likely not be able to attend.

There is a Facebook group that can assist you in finding a replacement. Only volunteers who have gone through orientation can join the group.

Involuntary Dismissal

Two no-shows and/or late cancellations (canceling less than 72 hours prior to arrival time) may jeopardize your volunteer status. Volunteers will receive email notification if your Volunteer status is affected.

Reasons for immediate involuntary dismissal may include:

- Two or more “no shows”
- Neglecting duties
- Rudeness to or arguing with patrons, fellow Volunteers or staff
- Violation of drug and alcohol policy
- Unauthorized entrance into the backstage area or onto the stage

Watching Performances While on Duty

The opportunity to view some of the performances is a benefit of volunteering, but attendance cannot be guaranteed for every performance. Please understand that the viewing pleasure of paying patrons comes first.

- Ambassadors must obtain permission from the Ambassador Captain before entering the theatre. Your Captain is the contact person with the theatre staff and can tell you if space is available.
- If there is standing room only, the theatre staff will direct you to that location. Do not sit in an open seat without permission. That seat may have been paid for by a patron.

- Sitting on the staircases is not permitted due to fire code regulations.
- Never stand or block the view of a theatre patron.
- Remember that you are very visible. Please be in your assigned Ambassador location before intermission. Exit the theatre quietly during the performance.

Accumulating Volunteer Hours

- Ambassadors should sign in to ensure hours are counted. Event Volunteers will receive a confirmation and should be sure to log in on the signup sheet at the event.
- All Volunteer hours are recorded for incentive reasons. Email the Volunteer Coordinator for status updates on volunteer hours.

Rewards and Benefits

Rewards/Incentives

- Ambassadors may have the opportunity to see the show while on duty, however if you wish for uninterrupted viewing, please consider purchasing a ticket
- Annual appreciation event in April
- Certificates and recognition
- Opportunity to attend some cast parties and special events
- Free ticket to *Broadway Confidential* when volunteering for the corresponding show
- Complimentary food and refreshments during Administrative Day
- Complimentary admission to a monthly historic theatre tour
- Special offers for Volunteers according to number of hours accumulated

Please note that tardiness, improper dress, last-minute cancellations and early departure may affect Volunteer rewards.

Policies

Uniform

As a Volunteer of Hennepin Theatre Trust, it is important to have a neat appearance. All clothing should be clean (no visible stains) and personal hygiene maintained. Do not smoke, chew gum or eat while on duty. Any Volunteer whose appearance is not acceptable may be asked to leave.

Volunteers must wear:

- Clean, white, collared dress shirt. Shirts should have long or three quarter length sleeves
- Black, full-length slacks or black skirt (at or below the knee)
- Comfortable, black, closed-toe shoes
- Volunteer badge (please return after the event)

Any change in the required attire will be communicated before an event.

Smoking

There is no smoking during your volunteer shift. If you must, ask the Ambassador Captain or staff member in charge if you can leave to smoke, remove your Volunteer or Ambassador badge, and please move at least 20 feet away from the main entrance or as far out of sight of patrons as possible.

Drug and Alcohol

The use of alcohol or illegal drugs will not be permitted during your Volunteer shift. Do not arrive for your Volunteer shift under the influence of drugs or alcohol. Violation may result in immediate dismissal.

Income Tax Deduction

The value of Volunteer service for Hennepin Theatre Trust is not tax-deductible. Out-of-pocket expenses (telephone charges, travel and parking) are deductible for those who itemize. Current IRS regulations allow Volunteers who itemize to deduct the cost of transportation to and from their volunteer work site for income tax purposes. It is the Volunteer's responsibility to determine the allowable deduction.

Personal Belongings

Hennepin Theatre Trust is not responsible for personal belongings. Please do not carry purses, wear backpacks or fanny packs while volunteering and leave valuables in your car or at home if at all possible. The Orpheum Theatre does have a secure coatroom where items you need can be stored. Necessary medicines are exempt.

Personal Phone Calls/Cell Phones

Please turn off cell phones while volunteering.

Celebrity Etiquette

As a representative of Hennepin Theatre Trust, we require Volunteers to respect patrons, cast members or celebrities. Please be kind, courteous and as diplomatic as possible at all times.

General Guidelines:

- Please address the celebrity as Mr. or Ms. unless they give you permission to use their first names.
- Maintain a very polite and friendly tone, do not assume a friendship.
- Avoid nervous rambling.
- DO NOT try to “stop” the celebrity, they may be on a tight schedule.
- DO NOT leave your assigned role/position to seek out a celebrity.
- Unless invited to do so, please do not seek to embrace or otherwise touch the celebrity.

Hennepin Theatre Trust Programs

Education and Community Engagement Programs

- ***SpotLight Musical Theatre Program***
SpotLight, Hennepin Theatre Trust's flagship educational initiative, recognizes and celebrates high school musical theatre students and schools. Working with commissioned evaluators from theatre education and the local theatre community, schools and students are provided with professional instruction and critical feedback. The program includes a mid-year *SpotLight Musical Theatre Conference*, inviting students from participating schools to attend workshops taught by arts professionals. Each spring culminates with the *SpotLight Showcase*, a professionally produced ceremony showcasing performances by outstanding *SpotLight* high school artists.
- ***Critical View***
The *Critical View* student reviewer program offers Minneapolis high school students the opportunity to improve their critical thinking and journalism skills by attending and reviewing touring Broadway productions. Students learn from guest speakers including local theatre critics and directors who discuss topics ranging from lighting design to choreography to differences in journalistic writing, thereby providing students with a foundation to draw on when reviewing stage productions.
- ***Kids' Night***
Through *Kids' Night* events, Hennepin Theatre Trust introduces young audiences and their families to the magic of live theatre on a night designed for them. For selected performances, when an adult buys a regularly priced ticket, they get a children's ticket free! This popular promotion has also featured activities, a *Kids' Night* Playbill program and giveaways.
- ***Teen Usher Program***
High school students can develop valuable work skills by ushering at professional theatres. Young people can interact with theatre professionals, find out more about careers in the entertainment industry, earn money and see performances free of charge. Students 16 years and older are eligible to apply.
- ***Access Program***
Through our *Access Program*, Hennepin Theatre Trust provides dozens of Twin Cities' educational, cultural and human service providers event tickets at no charge. Through this initiative, thousands of underserved community members may get the chance to experience live events including Broadway theatre, music, speakers and dance.
- ***Historic Theatre Tours***
The public is invited to join walking tours of Hennepin Theatre Trust's historic State, Orpheum and Pantages Theatres to get an up-close look at the architecture, decorative details and other elements of the buildings plus get an overview of the buildings' history. Tours are given each month on the second Saturday at 10 a.m. and the final Monday at 1 p.m. and last approximately one hour. The tours meet in front of the State Theatre Box Office and cost \$5 per person. Advance reservations are recommended. Group tours can be scheduled upon request.

- ***Broadway Confidential***
Broadway Confidential is a new series designed by Hennepin Theatre Trust to provide a deeper understanding of the material patrons see on stage and offer a glimpse into history and culture. These programs are available the Monday before opening night of each show for \$15 and include a talk led by a local expert on a selected topic, complimentary appetizers and non-alcoholic beverages.

Development

Hennepin Theatre Trust is the 501(c)(3) owner of the State, Orpheum, Pantages and New Century Theatres. Ticket sales alone do not allow the Trust to fully realize our multi-faceted mission and continue operating and programming our three historic theatres. We rely on your support not only to assist us in paying for labor, artists fees, maintenance and operating costs, but to engage the community with programs that educate and challenge, as well as to entertain the public with a broad array of performing arts events.

- **Donors** invigorate the Trust community. Becoming a Donor is an easy and satisfying way to support the Trust. The range of Donor levels enables you to provide support at an amount that is meaningful and affordable for you. All levels make an impact on our programming, our magnificent buildings and to our community.
- **The Scene** is Hennepin Theatre Trust's exciting group for young arts enthusiasts! This group offers members the opportunity to network in a relaxed environment while contributing to the vitality of performing arts on Hennepin Avenue. We also will provide the chance to participate in learning opportunities and theatre related, philanthropic service projects to help build awareness and garner support for the Trust and the theatre district.
- Hennepin Theatre Trust's diverse programming offers a variety of support opportunities. Corporate donors and sponsorship relationships support the Trust's on-stage programming as well as our education and community engagement activities. These relationships provide the ability to reach hundreds of thousands of well-educated and financially successful entertainment patrons. An endorsement from Hennepin Theatre Trust provides organizations an audience with our committed and enthusiastic following.
- Each year over 500,000 patrons attend performances at Hennepin Theatre Trust's State, Orpheum and Pantages Theatres. We're inviting every patron to show their support for our work by joining us as a **FAN** of Hennepin Theatre Trust. One convenient and affordable way to support us is to purchase and wear your specially numbered FAN button. Your button is waiting for you at the theatre concessions area for just \$1.00!

General Theatre Information and Policies

Evacuation Procedures

If there is an emergency, please defer to theatre staff members. Contact an usher for assistance in locating the correct manager for instruction.

In all emergency situations, the Operations Coordinator, Event Manager and the Box Office Performance Manager work closely to remain in constant radio communication. These staff members also work closely with the on duty Police Officer or Security Officer in any emergency situation.

Incident Weather – The Box Office Performance Manager on duty is responsible for monitoring the National Weather Service announcements and informing the Operations Coordinator and the Event Manager of any declaration of ‘warning.’ Where safety measures must be taken, it is the decision of the Operations Coordinator to take any necessary action. The Operations Coordinator will work closely with the Event Manager and the Box Office Performance Manager as time permits in determining the necessary action.

Cameras/Recording Devices

Due to contractual agreements with the visiting artists, the taking of photographs or audio/video recording is not permitted inside the theatre auditorium unless instructed differently at the usher meeting. If you see a patron trying to bring a camera in, please notify an usher.

Children Under Six

Everyone who enters the theatre, regardless of his or her age, must have a ticket. This includes infants. Many small children will sit on a parent’s lap during the performance, but they still must have a ticket. At certain performances, a reduced price “Lap ticket” will be offered. Seat cushions are available for guests who require extra height.

Children under the age of six are invited to attend those performances that are specifically geared to them. Children younger than six will generally not be admitted to events as they are often a distraction to guests seated around them. Any exception to this rule will be made by the Event Manager. Direct any problems in this area to the Box Office. Let the paid staff handle any problems/concerns with children.

Elevator Locations

Orpheum: In the alcove located half way down the main hall (just past the main staircase) on the right

State: Not elevator accessible

Pantages: Located on the house right side of the theatre

New Century Theatre: on ground level, one floor

Key Staff

The Event Manager is responsible for all front-of-house staff. The Ambassador Captain is the main point of contact for the Ambassadors and staff.

Lighting Signals

When it is time to open the house lights will flash as the signal for ushers to open the doors to the theatre.

The lights will flash again as a five-minute warning that the show will begin. This is for the patron to let them know that they should take their seats. The State Theatre may utilize chimes and lighting signals.

The lights flash again as a two-minute warning that the show will begin. This is the signal to close one door to the house. This is also a signal to any remaining patrons to take their seat immediately.

Once the lights in the house go down this is the signal for the ushers to close the door to the Theatre. Patrons will be seated according to the instructions at the usher meeting.

Late Seating Hold

A seating hold refers to how and when to seat latecomers. There are latecomers for almost every show; selected ushers must stay in the lobby areas for the duration of the show to keep latecomers from entering the theatre until the hold is over.

A seating hold may be for the duration of the first musical number or the first several minutes of a play. The show decides when they want latecomers seated, and due to contractual agreements, we must adhere to the hold they have dictated. Ambassadors should be aware of any seating holds and assist the ushers to get the patrons seated.

Once the seating hold is over, the ushers will seat the patrons.

Food and Beverage

In the majority of cases, food and drinks that are purchased at the Theatre are allowed inside the theatre.

Lost and Found

Please notify any usher immediately upon discovery of lost or found articles. After a performance, the patron may call the box office.

Parking

There is no on-site parking for employees or Volunteers. There are numerous parking lots and ramps within walking distance. For suggested parking ramps, please go to the Hennepin Theatre Trust website under parking. We suggest that Volunteers check the Minnesota Twins and Timberwolves schedules as parking around the theatres may fill up quickly.

Accessibility at Orpheum, State and Pantages Theatres

The State, Orpheum, Pantages and New Century Theatres are dedicated to providing persons with disabilities the necessary measures to allow for a comfortable and enjoyable experience..



Accessible seating: Wheelchair accessible seating is held for most shows, but seating may be sold to able-bodied guests if there is sufficient demand. We do not hold accessible seats up until show time if the show is near a sell-out. All guests requesting accessible seats may purchase them regardless of their disability. Some larger guests may require an armless chair, be sure to contact your manager if you need assistance with obtaining an armless chair. Many customers may be able to use aisle seats or seats that do not involve steps. Please ask if they require wheelchair accessibility. Normal policy allows for an attendant to sit with the disabled guest, but exceptions may be made for families. We do have wheelchairs available for use if desired. There are two wheelchairs available at the Orpheum Theatre, and one each at the State and Pantages Theatres and should be checked out with ID as deposit, ask manager for assistance in obtaining a wheelchair.



Assisted Listening Devices: Guests that are hearing impaired may request an Assisted Listening Device from any usher. The device will amplify spoken words and music directly from the sound board. An ID is required as deposit. If a device is needed you can ask a floor captain or Event Manager for assistance.



American Sign Language: All events in the Broadway season have one performance that is interpreted in American Sign Language. All other events are by request only and the request for interpretation must be made at least two week prior to the event date to contract interpreters. Special seats are held for most events that will allow the guest to view both the interpretation and the stage (usually front left).

Open Captioning is a service for people with hearing loss that uses a text display to provide a simultaneous translation of dialogue and lyrics during a live performance, as well as a description of any sound effects on stage. The service is open to everyone for viewing in a designated seating area without any special equipment needed by the audience member. Because of this, open captioning is considered passive assistance and is part of the Universal Design concept, which means that it can be used by all people, regardless of age or ability. Select dates for Broadway shows will include open captioning services.



Visually Impaired guests: Patrons may request Audio Description for an event in which a professionally trained Audio Describer will broadcast the actions on the stage to the patrons using a wireless headset much like a walkman. This service is by request for all shows and requests must be made at least two weeks in advance. The equipment will reach all parts of the theatre. No special seating is set aside, other than for the Audio Describer. Audio Descriptive devices are picked up/returned to the Box Office.