

Hamilton Theatre Inc. Patron Code of Conduct

Expectations for Patrons of HTI

Patrons have the right to expect an environment where:

- Patrons are treated in a consistent, professional, and courteous manner by HTI Members, Production Teams, and any individual affiliated with HTI productions or events.
- Patrons can enjoy every performance/event free from disruptive Patron behavior.
- Patrons may consume alcoholic beverages in a responsible manner, and intervention with impaired or intoxicated Patrons is handled in a prompt and safe manner.
- Patrons who attempt to enter the performance areas, stage or backstage areas, or otherwise unauthorized areas (e.g., changing areas, the green room, the kitchen, the lighting booth, the costume room) without permission may be asked to leave the performance.
- Patrons are empowered to report any inappropriate behavior to a Volunteer, Production Team Member, or Board Member.
- HTI Production Team Members use their best discretion to ensure that there is no interference with Patrons' ability to enjoy an event.

Disorderly Conduct

All Patrons must maintain reasonable and appropriate behavior at all times. Patrons who engage in disorderly conduct may be ejected from the venue by a Board Member, Member of the Production Team, Box Office or Concessions Manager, or Front of House Volunteer. Ejected Patrons will not receive a refund for their tickets or be compensated in any way for their loss. Disorderly conduct may include, but is not limited to, the following:

- Intentionally blocking the view of other Patrons by standing on chairs and dancing on seats or in the aisles, unless advertised and encouraged as part of the performance.
- Drunk and disorderly conduct.
- Instigating or engaging in fighting at any time while on the HTI premises.
- Interference with or delay of the event.
- Violation of theatre policies and/or guidelines.
- Smoking, vaping, or igniting and displaying flames (i.e., lighters/matches) inside the building.
- Attempting to enter the performance areas, stage or backstage areas, or otherwise unauthorized areas (as outlined in [Appendix C](#)) without explicit permission and oversight from a Member of the Board of Directors or other approved delegate.
- Throwing, discharging, or launching any objects or liquids at other Patrons or Performers unless advertised and encouraged as part of the performance.

- Willfully and maliciously disturbing another Patron or Performer with loud and unreasonable noise, including singing along to performance numbers, unless explicitly advertised and encouraged by the production.
- Using discriminatory or offensive language, or directing profanities at Performers or other Patrons.
- Taunting, heckling, screaming, whistling, or using offensive language toward Performers or production Members or Volunteers.
- Receiving or making phone calls, texting, or emailing during the performance.
- Photographing, videotaping, or otherwise recording the performance, unless advertised and encouraged as part of the performance.
- Displaying any conduct that reasonably could be construed as interfering with or interrupting another's right to enjoy the performance.

Appendix: Acknowledgment of Code of Conduct (Non-Members/Patrons)

The following acknowledgement must be confirmed to purchase a ticket to any performance of an HTI production, to purchase season passes, or when booking a rental hosted on HTI property.

I acknowledge that I have had the opportunity to review the Hamilton Theatre Inc. (HTI) Code of Conduct and applicable appendices (Appendices B and C). I understand that it is my responsibility to comply with the principles, policies, and procedures outlined in this document, as well as any applicable laws and regulations, while engaging with any HTI event, production, or while on the HTI premises.

I agree to conduct myself in a manner that reflects the values and standards of HTI and to seek guidance when I am unsure how to apply this Code in a given situation.

I understand that failure to adhere to this Code may result in disciplinary action, up to and including removal from any HTI production, event, or property.

I understand that by entering the HTI premises or attending an HTI event, I am implicitly agreeing to the terms of the HTI Code of Conduct.