



FRONT OF HOUSE (FOR ALL ARTISTS)

Theatre is a collaborative art form – and the Fringe Festival is no different! Please read the following Fringe FOH Guidelines and Policies – they apply to EVERYONE.

Shows Will Always Start On Time

Time is critical at the Fringe. You have a show before you, a show after you, an audience who may need to get to another venue on time for their next show, and a volunteer team who is on a tight schedule. The venue technician will give you a warning the first time you start late or run long. Shows MUST end on time! The venue technician has the authority to turn on the house lights and stop your show if you go over your allotted time, so when you're rehearsing and performing, you need to keep that in mind.

There are always no less than 45 minutes between Fringe shows at each Venue.

The 45 minutes breaks down like this:

15 minutes – Show 1 loads out/Audience of Show 1 leaves

15 minutes – Show 2 loads in

15 minutes – Audience is let in for Show 2

Latecomers/No Re-Entry

Most Venues do not have the capability to seat latecomers without significant disturbance to your show and the paying audience. So latecomers will not be permitted at most venues. This applies to everyone – friends, family, YOU, your Grandmother who drove in from Langley to see your show. Please let EVERYONE know that they should plan to arrive at the venue at least 30 minutes before the show so they can park, pick up their ticket(s), get seats and use the washroom – because once the show starts, if you leave, you cannot and will not be re-admitted.

No Refunds!

If a patron buys a ticket for a show (in advance or at the door) and they don't get inside the theatre in time, they are out of luck. The Venue Captain and Box Office Volunteers will NOT issue any refunds. The Box Office is YOUR revenue, and we respect that.

Volunteers

The Vancouver Fringe utilizes over **500** volunteers to make the festival function on a daily basis. Volunteers are the backbone of the Festival, and must be treated accordingly. Without them, we wouldn't have a festival. Please treat them with respect. If you have problems with a volunteer, please speak to your Artist Services Coordinator and they will handle it accordingly.

- Venue Captains

Venue Captains are volunteers with strong leadership skills who have volunteered at the Fringe before or have other leadership experience. They coordinate and supervise Front of House activities, Ticket Sales at Venues with their own Box Offices, and at Box Office Stations. Venue Captains are selected through an interview process, attend an additional training session, and commit to a minimum of 8 shifts during the festival. You can identify a Venue Captain at your show by their Fringe t-shirt and headset. These are the people you should book your Artist Comp Tickets with at the door, or at your Box Office Station.

- Volunteer Front of House Managers

Front of House Managers are volunteers with strong leadership skills who have volunteered at the Fringe before or have other leadership experience. They coordinate and supervise Front of House activities at Venues that do not have their own Box Office, whose Ticket Sales are sold through a Box Office Station. Front of House Managers are selected through an interview process, attend an additional training session, and commit to a minimum of 8 shifts during the festival. You can identify a Front of House Manager at your show by their Fringe t-shirt and headset.

- Venue Specific Front of House Managers

Some Venues require one of their staff members to be present at each show, who are payed staff hired by the Venue. The Venues that have these Front of House Managers are Performance Works, Studio 1398, Revue Stage, The Firehall Arts Centre, Studio 16, Waterfront Theatre, The Cultch Historic Theatre and the Culture Lab.

You will need to coordinate with a combination of the above three positions when at your venue and starting your show.