

VOLUNTEER FRIENDS OF THE CHANDLER CENTER FOR THE ARTS  
USHER HANDBOOK

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**CHANDLER  
CENTER**  
FOR THE ARTS

**Usher Hotline  
480-782-2685**

*Updated 4-27-19*

**House Manager  
Sharon LaRue**  
**[Sharon.LaRue@chandleraz.gov](mailto:Sharon.LaRue@chandleraz.gov)**



**Chandler • Arizona**

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## **Welcome to the Chandler Center for the Arts!**



### **Chandler Center for the Arts Vision**

The Chandler Center for the Arts is Arizona's leading collaborative arts institution dedicated to reaching out to audiences of all ages with the highest quality of artistic work to continuously inspire audiences and artists to dream, to discover, to create and celebrate.

### **Chandler Center for the Arts Mission Statement**

The Chandler Center for the Arts serves as a creative driving force, educational resource, and economic engine of entertainment vitality in Chandler by making visual and live performance arts accessible to the entire population.

### **About Chandler Center for the Arts**

The Center is a multi-theater performing and visual arts facility that opened in 1989 and is jointly owned by the City of Chandler and the Chandler Unified School District. Serving more than 300,000 people each year, the facility is used Monday through Thursday for school arts curriculum and other school activities, and Friday through Sunday, as well as school intersessions, for City or Public performances. Under this scenario, the Center represents one of the most unique arts center collaborations in the country.

The Chandler Cultural Foundation is a 501 (c) (3) nonprofit corporation that is contracted by the City of Chandler to program and raise funds for the Chandler Center for the Arts and its satellite space, the Vision Gallery.

The Vision Gallery opened in 1996 in historic downtown Chandler and was used as the anchor store for the redevelopment of Downtown Chandler. In late 2010, the gallery moved to the ground floor of the Chandler City Hall complex, and features more than 4,000 square feet of exhibit and classroom space.

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**FRONT OF HOUSE MANAGEMENT**



**General Manager**  
Michelle Mac Lennan



**Assistant Manager**  
Terri Rettig



**Box Office Supervisor**  
Sam Ruiz



**FoH Coordinator**  
Susan Patterson

**FRONT OF HOUSE STAFF**



**Food & Beverage  
Coordinator**  
Rob Devine



**House Manager**  
Sharon LaRue



**Assistant HM**  
Robyn Davis



**Assistant HM**  
Ritty Gambhir



**Assistant HM**  
Marta John



**Assistant HM**  
Vicki Lewis



**Assistant HM**  
Lori Palmer



**Assistant HM**  
Afton Pardo

## **CONTACTING THE HOUSE MANAGER**

Usher Hotline: **480-782-2685**

**For questions or concerns about your schedule or if you are unable to attend due to an emergency, please phone the House Manager at the above number.**

**Office hours vary by event schedule and season. Please leave a message at any time. Voice mail is checked daily.**

Or, you may send an e-mail to [Sharon.LaRue@chandleraz.gov](mailto:Sharon.LaRue@chandleraz.gov)

**Website** <http://chandlercenter.org/support/volunteer.html>

## **VOLUNTEER POLICIES**

Volunteers Friends of the Center are representatives of the Chandler Center for the Arts and the City of Chandler and will at all times behave in a welcoming, courteous, respectful and helpful manner. Volunteers Friends of the Center are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred to as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that you, our staff, and our patrons have the best possible experience at the Chandler Center for the Arts.

***Work Schedule: The time listed in Volgistics is when Briefing starts.***

Please check in and be ready for the pre-event meeting no later than:

- 1 hour and 30 minutes before event time for Main Stage events.
- 1 hour and 15 minutes prior to Recital Hall & Hal Bogle Theater (smaller theater) events.

If you are unsure of check in times, please refer to your schedule on Volgistics. If you are unable to be on time, please notify the House Manager as early as possible. (Usher Hotline: 480-782-2685)

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## ***Pre-event Briefing:***

A short pre-event briefing will be held at check-in time (call time) prior to every event. Duties and assignments will be given and opening, closing, intermission and emergency evacuation procedures will be reviewed. Staff will review usher duties during the briefing. If you have questions, it is appropriate to ask them at the end of the briefing.

## ***Breaks:***

Break times vary depending on the event and the post you will be working. Details will be provided per event at pre-event briefing. *Front of House staff checks with volunteers periodically. Should you need to leave your post for any reason, please alert the house management.*

## ***General break policy:***

If there is an intermission, you may take a break *following* intermission. If there is *no* intermission, please coordinate with other ushers in your area. Our concessions staff is happy to give you one beverage and popcorn (when available) at the end of intermission. Please bring bottled water with you when you usher.

## ***Recording Equipment***

Policies concerning flash cameras, video cameras and other recording devices vary by artist and renting organization. Often union and copyright regulations prohibit the use of recording equipment. If all use of phones, cameras and videos is prohibited, it is the usher's responsibility to ask the patron to comply. Ushers can ask for assistance from a House Manager if the patrons do not comply. When such equipment is permitted, it must be battery operated, without electrical cord running through the aisles and must be taped down. Ushers should report any violations to the House Manager.

## ***Aisles and Portal Entrances Must Remain Clear at All Times***

City of Chandler fire codes require this to be enforced. Wheelchairs, chairs, crutches and walkers will be stored near the patron in most cases. Strollers, baby carriers, bags, balloons, etc. must be checked at the House Manager's desk or be kept in designated areas. Wheelchairs, chairs, crutches, walkers, strollers etc. must not be placed near portal entrances.

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## ***Late Seating***

Late seating is at the discretion of House Management. We make every effort to seat latecomers; however, entry may be delayed or denied. Latecomers are generally seated in the back of the theater at appropriate points in the performance to avoid disruption to audience members.

## ***Stroller/Infant Car Seats***

Patrons must leave these items at the House Manager's Desk and will be given a claim ticket. Chandler Center for the Arts assumes no responsibility for lost or stolen items.

## ***No Patrons Permitted On or Backstage***

At times an usher will be stationed near doors leading to the green room to ensure the privacy of the performers. Patrons wishing to meet performers should be notified if there will be a public "meet and greet" following the performance. Otherwise they should be directed to the exterior green room door and instructed to wait outside.

## ***Greeting and Farewell***

Smile and Greet each Patron with "Good Evening" or "Welcome"  
Bid each Patron "Good Night," "Thank you for coming," etc.  
Be patient and courteous at all times  
Speak clearly and make eye contact

## ***Knowledge***

Know location of rest rooms, concessions, portals, water fountains, etc.  
Know the seating layout  
Know and follow procedures  
Know how to evacuate patrons in the event of an emergency

## ***Preparation***

*Always carry the following:*

Flashlight (always point at the floor, never towards patrons or stage)  
Pen and paper (for taking patron's name & number in case of accident)

## ***Accessibility***

Ticket takers are to check tickets of patrons with mobility issues to ensure they have been assigned seats they will be able to access. If not, please refer them to the Box Office.

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Please keep in mind, accessible needs can include conditions other than wheelchair needs (i.e., hearing and visual impairments, obesity, using crutches due to injury, etc.). Service dogs are always permitted. Bariatric chairs are available upon request. Assistive Listening devices are available at the House Manager's desk. Sign language interpreters are available with 10 business days' notice.

### ***Infants and young children:***

Lap passes are available for select performances; otherwise everyone must have a ticket including infants and small children. Refer patrons without tickets for their children to the Box Office. Booster Seats are available at the House Manager's desk.

### ***No ticket or identification:***

Determine if the person is a patron or client. Refer all event participants to the Green Room or West door entry. (This information will be provided at the pre-event briefing). Refer un-ticketed patrons to the Box Office. Refer unidentified clients to the House Manager's desk.

### ***Illegible tickets:***

If you cannot read or scan a ticket, refer the patron to the Box Office to get a reprint.

An Assistant House Manager is available to assist with challenges inside the theater for Mainstage events. The Front of House staff is available in the Foyer for all events.

### ***Watching the performance:***

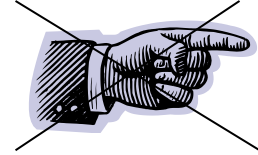
Only volunteers assigned to evacuation duty are permitted inside the theater during performances unless there are enough available seats for all volunteers to enter and be seated without disturbing patrons.

When seats are available, all volunteers are to wait a full 20 minutes from the start of the performance before entering unless otherwise instructed by management. Please be seated at the back of the theater at appropriate points in the performance so as not to disturb the audience according to late seating policy. You may need to give up your seat to a late arriving patron. Check with House Manager for recommended entry points.

Volunteers are not permitted to stand inside the theater for any event, including sold out events, following the 20 minute late hold.



## **VOLUNTEER USHER POST DESCRIPTIONS**



***If at any time you feel that you cannot handle a situation on your own, please notify House Management.***

### **Exterior Door Ticket Ushers**

Ticket type (Non-ticketed, General Admission, Reserve Seating, etc.) will be clarified at the pre-event briefing

Greet the patrons

Clicker counters will be used for non-ticketed or non-scanned events

All Ticketmaster tickets, QR codes on smart phones, e-tickets, etc. will be scanned

Direct patrons to FOH staff/Box Office if there are ticket scanning issues

Check for correct date, time, and performance on ticket

Direct patrons to correct portal

Direct patrons without tickets to the Box Office

Direct unidentified client or client representatives to House Manager's desk

One usher must stay at the front doors through intermission to assist latecomers, unless otherwise notified

Ushers return to doors at intermission and again at the end of the event

### **Programs**

Stuff and arrange programs when necessary

Stand next to program table

Hand out programs *upside down so writing is facing patron*

### **Portal Door Ushers**

Direct patron to proper aisle and give name of usher who will help them

Close portal doors as directed by sound technician or management

Work with aisle ushers to seat late arrivals following start of event

Open doors and remain at post at intermission and at end of event

FOR SELECT EVENTS: Scan tickets at portals rather than at exterior doors (see *Exterior Door Ticket Ushers* above for details on scanning)

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### **Inside Theater Aisle Ushers**

Always face portal doors and move forward to greet patrons

Move up and down the stairs: do not make patrons come to you

Direct patrons to their seats

Work with portal ushers to seat late arrivals following start of event

Seat latecomers in rear of theater until intermission, if possible

Scan your area for lost items at the end of the performance and give any items to the House Manager following the event

If you are assigned inside the house during performance, you are responsible to communicate with staff and assist patrons in case of an emergency/evacuation

Only authorized persons are permitted on stage (i.e. staff, artists, invited patrons)

Please assist patrons up and down stairs if they are invited onstage

### **Balcony Ushers**

If there is only one balcony usher, they will act as both portal & aisle usher

Direct Patrons to seats

After event begins, assist late arrivals for 20 minutes or longer if necessary

Remain inside Balcony for evacuation purposes

### **Evacuation Duty**

During an event, be at your designated station and be observant of the audience and theater – you are watching the audience, not the event

In the event of evacuation, direct patrons to the nearest exit

### **Left Front Exit Door (B-9)**

Patrons can exit through this door but cannot get back into the theater

Stay close to post during performance in case of emergency evacuation

### **Art Gallery**

Be available and prepared to answer questions about the exhibit

Be aware of the alarmed door and keep patrons from that area

Be at your post at intermission

### **Promotional and General Information Table**

Hand out materials about the Center and upcoming events

Sell designated items or assist Marketing staff, as requested

Familiarize yourself with upcoming events so you can answer questions

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## **MEETINGS, SCHEDULES AND COMMUNICATIONS**

### **Orientation:** *Required before volunteering*

New volunteer orientations are held approximately 3-4 times a year. We appreciate your assistance in recruiting new members on an ongoing basis. Volunteers who are inactive for a year must attend orientation again to become active. If a volunteer is absent for 6 months or more, a refresher training is required in order to sign up for an event.

### **Training:** *Required for 3 months*

Volunteers are asked to commit to a minimum of 1-2 events per month. (If you are a “winter visitor,” we realize this may not be possible.) New volunteers may order a name badge after working at least 6 events, or 3 months. All volunteers are required to attend one yearly refresher training.

### **Emergency Evacuation Training:** *Required once a year*

Emergency Evacuation Training is designed to provide volunteers with the tools they need to evacuate the building in case an emergency alarm is sounded.

**Quarterly Friends Meetings:** These are designed to keep volunteers informed of current issues, procedures, and work opportunities. Volunteers may sign up for the next quarter’s events following quarterly meetings.

**Newsletter:** *The Starburst Volunteer News* is emailed out prior to quarterly Friends meetings. With each newsletter is a list of upcoming work opportunities.

### **Steering Committee:**

The Steering committee shall consist of 3 members of the Friends elected by the Friends’ General Membership. The nominees shall be introduced at the first quarterly meeting of the calendar year. Once elected, the member shall serve a two (2) year term. The term commences on May 1 following the election. A Chair and Vice-Chair shall be selected by the Steering Committee following its election. After their term expires, committee members are eligible to serve an additional term after a one year interval.

Recommendations from the Friends regarding policies or procedures should be directed to the Steering Committee who will forward those recommendations to the House Manager. Suggestions will be evaluated by management based on cost, benefits, and industry standards. Follow-up and the outcome of suggestions will be added to the quarterly agenda to be reported back to the Friends.

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## **HEALTH AND SAFETY**

Volunteers will alert management if at any time they note a tripping hazard or other health and/or safety concern.

Volunteers are not to give medication of any kind to patrons.

Volunteers should not assist individuals in wheelchairs who are transferring to fixed auditorium seats.

Do not allow patrons to use wheelchairs or walkers on steps.

## **MEDICAL EMERGENCIES**

***In case of a medical emergency, immediately summon the House Manager, Front of House staff or nearest CCA staff person on duty.***

In the event of a fall when a patron states that they are not injured: First ask the patron if they are alright. If they say yes, you may ask permission to assist him or her in getting up. Get patron's name and phone number and report it to the Front of House staff.

In the event a patron has an accident that results in bodily injury, ask the patron if they need medical assistance. The volunteer may call 911 and then notify the Front of House staff. Do not move the injured person. Get their name and telephone number. Be sure someone is with the patron and summon the Front of House staff.

In the event a patron has experienced head trauma or is rendered unconscious, ***immediately summon the House Manager, FOH staff or nearest CCA staff member.*** Paramedics will be called and a trained staff member will render aid until paramedics arrive.

## **EMERGENCY PROCEDURES**

In the event of a general alarm, the lights automatically turn on throughout the building. White strobes flash. An alarm sounds. Then an automated recording announces: "Attention! Attention! An emergency has been detected in the building. Please exit using the stairwell. Do not use the

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elevators." It continues the announcement, flashing and alarming until it is reset by authorized personnel. Once the alarm is reset, the lights go back to their previous settings.

In the event of a general alarm, all ushers on duty should report to their assigned position.

**Inside Aisle ushers:** Lead the Patrons to the nearest exit and out of the building

**Portal ushers:** Open doors and remain there until everyone is out of the theater. When the theater is empty, close the doors and exit the building.

**Exterior door ticket takers:** Open doors and direct the Patrons away from the building to the assembly points in the parking lots. When the theater is empty, close the doors and exit the building.

Ushers are to move Patrons as far away from the building as possible to not obstruct the driveways. Keep Patrons away from the building and entryway to not block emergency vehicles. If people are attempting to leave in cars, request that they remain out of the way.

## **SIGNING UP FOR EVENTS**

Signing up for events is a paperless system. We utilize a web-based program, Volgistics, so that you may schedule yourself for events at your convenience from any computer by accessing our website:

[www.chandlercenter.org](http://www.chandlercenter.org), then going to the "Volunteer" tab to "Login."

Please sign up for events through our website. After you have attended orientation, we will email instructions on how to setup your login and then schedule yourself for events.

Self-scheduling follows the following guidelines:

For events in:

January—March

April—June

July—September

October—December

You may schedule yourself an hour after the:

November/December Friends Meeting

March Friends Meeting

June Friends Meeting

September Friends Meeting

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If you do not have access to a computer, you may sign up for events *during* any event (including events you work) at the monitor stationed at the House Manager's desk. This is not available during the Sign-In/ Sign-Out time of events, only *during* the event. House management staff is available to assist you with this process.

Events will be open for signing up following the Friends Quarterly Meeting, typically one hour after the meeting has concluded.

Sign-ups are not accepted by phone, fax, email, drop off, or mail. If you are unable to sign up remotely, please sign up at the Center.

If there is an event you would like to see, we suggest that you do not sign up to work that event but instead purchase a ticket as there is no guarantee seats will be available inside the theater.

### **TRACKING YOUR HOURS**

It is vital for the Center to track volunteer hours. Tracking and reporting these hours enables the Center to receive grant and scholarship support for our programming. Providing accurate tallies for audits and gauging the level of community involvement in the Center is vital to our funders. Tracking your hours also enables you to receive the benefits of our Volunteer Recognition Program.

Please check in on Volgistics on our monitor at the Center when you come to work, and please, don't forget to sign out!

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## **DRESS CODE**

A dress code is designed to facilitate the ease with which patrons can identify volunteer staff.

In order to maintain a consistent and professional appearance, please observe the following Friends dress code:

### **WOMEN:**

Solid white dress blouse/shirt with a collar

Solid black or navy dress pants or  $\frac{3}{4}$  length solid black or navy skirt

Solid black or navy suit jacket

Dark hosiery/ socks

Black closed toe comfortable shoes

### **MEN:**

Solid white dress shirt with a collar

Dark tie

Solid black or navy jacket

Solid black, navy or gray pants

Black closed toe comfortable shoes

**Required Accessories:** Flashlight, pen or pencil, nametag and a smile

### **Special Attire:**

Summer or matinee events: Short-sleeved white dress shirts/blouses with collar are permitted and jackets are optional. (This exception is not applicable for regular season Foundation events.)

School Shows: Solid Color dress shirts/blouses with collar are permitted.

Zoppé Circus: Any combination of Red, Black & White is encouraged. Sweaters, scarves and warm layers/ jackets are permitted.

### **Inappropriate Attire:**

Please **no** polo shirts, t-shirts, mini-skirts, jeans, sports or athletic apparel

No sweaters, bulky scarves or large jewelry

No open toe shoes, sandals or athletic shoes

No strong perfume – please be mindful of patrons and fellow volunteers

No chewing gum (mints or hard candy are permissible)

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***Management is solely responsible for determining if clothing is too revealing, unprofessional or inappropriate. Management has the right to modify dress code on an as needed basis to allow for medical conditions, extreme heat and other considerations.***



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## **PERSONAL RESPONSIBILITY**

To maintain the best levels of customer service and patron interaction, we ask that each volunteer agree to abide by the guidelines set forth in this handbook and by our House Management staff.

Volunteers are expected to be reliable in the performance of their duties. We count on your attendance and punctuality. When on break or watching a performance, volunteers in uniform are representatives of CCA.

The consumption of alcoholic beverages on the premises is prohibited.

Any food and beverages should be consumed only on scheduled breaks and in designated areas out of sight of patrons.

At no time are volunteers to request, take, or accept food, beverages, or other items from vendors, renters, promoters, or caterers *even if it is offered*, until the House Manager or other management staff invites you.

If food, beverages or other items are offered, please simply decline and inform the House Manager. If it is determined that there is enough for everyone, the House Manager will invite the volunteers to partake.

Volunteers will not always know in advance how long an event will last. Some events require volunteer services for 4-6 hours. For longer events, the House Manager will schedule more than one "shift" of volunteers.

Please plan for your dietary needs. Always bring a snack and bottled water.

Unscheduled breaks: If you need a break during your duties, please alert management and we will gladly ask another volunteer (or staff) to fill your post.

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## **PHYSICAL REQUIREMENTS**

There are physical requirements for ushering and working events. To ensure your safety and the safety of our patrons:

- Ushers must be able to open portal doors and move quickly and easily up and down stairs.
- In the event of an emergency, an usher must be able to quickly obtain assistance in medical matters and assist in evacuation.
- Volunteer ushers may be required to stand for moderately long periods of time.
- Ushers need to be able to read tickets in a darkened theater with the aid of a flashlight.
- If you are unable to meet the Physical Requirements, the House Manager may assign you to a less physical position such as the Gallery, Ambassador/ Program or Marketing/Promotional Table.

## **PARKING**

Ushers may park in any open spot in the parking lot from 5pm on Fridays to 10pm on Sundays. For high capacity events, the front lots will be held for patrons with accessible needs. Accessibility placards will be required to park in the front lots during these special events.

## **BOX OFFICE HOURS**

**Monday - Friday:** 10am - 5pm

**Saturdays:** 12pm - 5pm

**and 1 hour prior to all ticketed events**

**In Person:** 250 North Arizona Avenue Chandler

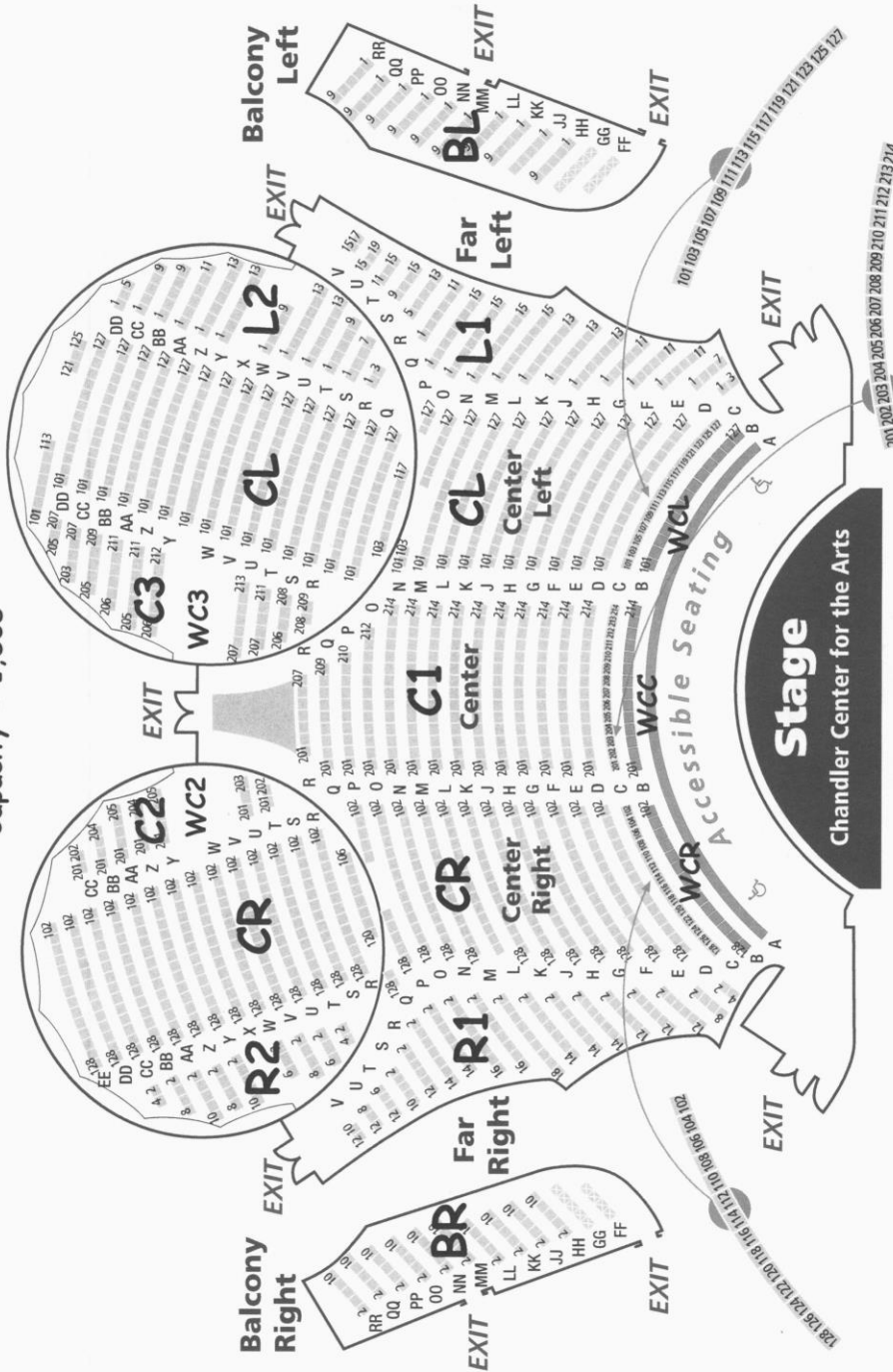
**By Phone:** 480.782.2680

**Online:** 24 hours a day: [www.chandlercenter.org](http://www.chandlercenter.org)

# VOLUNTEER FRIENDS OF THE CHANDLER CENTER FOR THE ARTS USHER HANDBOOK

## CHANDLER CENTER FOR THE ARTS

Capacity = 1,508



2/3/10  
MainStageGenericNoColor.ai  
P. Carroll

- No seating further than 100 feet from stage.
- No elevator to balconies.

# VOLUNTEER FRIENDS OF THE CHANDLER CENTER FOR THE ARTS USHER HANDBOOK

ticketmaster  
BUY TICKETS AT TICKETMASTER.COM

655981733036

EVENT CODE	SECTION/ASLE	ROW/BOX	SEAT	ADMISSION	EVENT CODE
EZH0308	CL	D	127	\$44.00 AG	EZH0308
\$ \$44.00	PORTAL B			718290	718290
\$ AG	CCA PRESENTS			\$44.00	\$44.00
SECTION/ASLE	ONE NIGHT OF QUEEN			CL	CL
CL	NO FLASH PHOTO / NO VIDEO			AG	AG
ROW	CHANDLER CTR FOR THE ARTS			D	D
D	250 N. ARIZONA AVE			PORTAL B	PORTAL B
SEAT	SAT MAR 8 2014 7:30PM			127	127
127					
718290					

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**This is your ticket.**  
Present this entire page at the event.

**ticketmaster®**

ISSUED TO **ANCA MIHALCESCU** SECTION **L1** ROW **F** SEAT **11**  
ORDER NUMBER **9-47484 ARZ**

**L1 F 11 T 10.00 EEI0413E**  
**PORTAL B +FCSUR 0.00 CM 14444**  
**CCA PRESENTS L1**  
**SCORPIUS DANCE THEATRE VI046ZIP**  
**NO FLASH PHOTO / NO VIDEO F**  
**CHANDLER CTR FOR THE ARTS T 10.00**  
**250 N. ARIZONA AVE 11**  
**SAT APR 13 2013 8:00 PM**

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**GIVE THE  
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HOLDER VOLUNTARILY ASSUMES ALL RISKS AND DANGER INCIDENTAL TO THE EVENT FOR WHICH THE TICKET IS ISSUED, WHETHER OCCURRING PRIOR TO, DURING OR AFTER THE EVENT. HOLDER VOLUNTARILY AGREES THAT THE MANAGEMENT, FACILITY LEAGUE, PARTICIPANTS, PARTICIPATING CLUBS, TICKETMASTER, AND ALL OF THEIR RESPECTIVE AGENTS, OFFICERS, DIRECTORS, OWNERS AND EMPLOYEES ARE EXPRESSLY RELEASED BY HOLDER FROM ANY CLAIMS ARISING FROM SUCH CAUSES.

This ticket is not subject to any refund and shall bear no cash value. If issued complimentary, this ticket shall not be exchangeable.

IN THE EVENT OF A CANCELLATION OR RESCHEDULING OF THE APPLICABLE EVENT, MANAGEMENT SHALL NOT BE REQUIRED TO ISSUE A REFUND PROVIDED THAT YOU ARE GIVEN THE RIGHT, WITHIN TWELVE MONTHS OF THE DATE OF THE ORIGINAL EVENT, TO ATTEND A RESCHEDULED PERFORMANCE OF THE SAME EVENT OR TO EXCHANGE THIS TICKET FOR A TICKET, COMPARABLE IN PRICE AND LOCATION, TO ANOTHER SIMILAR EVENT AS DESIGNATED BY MANAGEMENT EXCEPT AS OTHERWISE PROVIDED BY LAW.

Certain maximum resale premiums and restrictions may apply such as: PA - \$5 or 25% of the ticket price, whichever is greater, plus lawful taxes; MA - \$2, NJ - \$3 or 20% of the ticket price (or 50% of acquisition price if registered broker or season ticket holder), whichever is greater, plus lawful taxes. Purchaser may be able, in some instances, to purchase tickets directly from the venue box office without paying Ticketmaster's convenience fee. In NY, if the venue to which this ticket grants admission seats 5000 or fewer persons, this ticket may not be resold for more than 20% above the price printed on the face of this ticket, whereas if the venue to which this ticket grants admission seats more than 5000 persons, this ticket may not be resold for more than 45% above the price printed on the face of this ticket; this ticket may not be resold within one thousand five hundred feet from the physical structure of this place of entertainment under penalty of law if capacity exceeds 5,000.

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This ticket is a revocable license and admission may be refused upon refunding the face amount of the ticket. Unlawful resale or attempted resale is grounds for seizure and cancellation without compensation. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit, and if so are void. Holder agrees by use of this ticket, not to transmit or aid in transmitting any description, account, picture, or reproduction of the game, performance, exhibition or event for which this ticket is issued. Holder acknowledges that the event may be broadcast or otherwise publicized, and hereby grants permission to utilize holder's image or likeness in connection with any live or recorded transmission or reproduction of such event.

In conformance with some local requirements or certain facility rules, alcoholic beverages, illegal drugs, controlled substances, cameras, recording devices, bundles and containers of any kind may not be brought into the premises. This ticket cannot be replaced if lost, stolen or destroyed, and is valid only for the event and seat for which it is issued. This ticket is not redeemable for cash. It is unlawful to reproduce this ticket in any form. Unless indicated otherwise, prices include all applicable taxes and/or cash discounts (if available).

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VOLUNTEER FRIENDS OF THE CHANDLER CENTER FOR THE ARTS  
USHER HANDBOOK

---

**Volunteer Agreement Letter**

I, the undersigned, do hereby acknowledge that I have received, read, and understand the policies, guidelines, and procedures outlined in my volunteer usher handbook. I understand that I have made a commitment to Chandler Center for the Arts to work as an usher.

I agree to follow the policies and guidelines detailed in this handbook when working at Chandler Center for the Arts, and willingly accept the consequences of failure to do so, which may include dismissal from the usher program at Chandler Center for the Arts.

I also willingly disclose my mailing address, email address, phone number, and name to the House Manager at Chandler Center for the Arts for the explicit purposes of facilitating my role as a volunteer usher. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement as a volunteer with Chandler Center for the Arts.

*Please note: You are not creating a “contract” with CCA by signing this form. If you volunteer at the CCA, both you and the CCA have the right to end this relationship at any time for any reason.*

- *You have read this form carefully and understand it.*
- *Your signature below indicates your voluntary agreement with the above statements.*

Name \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ Email \_\_\_\_\_

***(Be sure to notify the house manager if your contact information changes)***

May we call you as a last-minute substitute usher?      Yes      No

Signature \_\_\_\_\_ Date \_\_\_\_\_

*Please sign and return to the House Manager at the end of orientation. You will not be permitted to work as an usher if we do not have this form on file. Thank you for your interest.*

VOLUNTEER FRIENDS OF THE CHANDLER CENTER FOR THE ARTS  
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