LSU STUDENT UNION THEATER & RECEPTION ROOM

Guest Relations Policies

Updated January 2017

Please note that policies are subject to change
The primary objective of the LSU Student Union Theater is to serve the members of the LSU community including students, faculty, staff, alumni and non-university groups.

This document outlines basic Theater and Reception Room reservation policies. Additional policies for specific events may also apply. Please contact or visit the LSU Student Union Theater Office to discuss individual program needs.

Theater Etiquette

1. House Rules
   a. Management reserves the right to remove (or deny entrance to) anyone who does not adhere to house rules or is otherwise disruptive, destructive or poses a threat to others.
   b. Food and Drink:
      i. Food, candy and beverages are allowed inside the Auditorium.
      ii. Food and beverages are sometimes provided by the event sponsor for the pleasure of the audience. At these times, the food and beverages will be served in one or more of the lobbies and must be consumed in the lobby area where it is served. It may not be brought into the auditorium.
      iii. Bottled water with a lid can be brought into the auditorium.
      iv. Alcohol is prohibited.
   c. Smoking and Tobacco Products:
      i. Smoking is prohibited anywhere inside the theater.
      ii. The use of tobacco products, burning or not is prohibited in the theater.
   d. Cell phones, Beepers, etc:
      i. All noise making personal devices must be TURNED OFF when you enter the auditorium and must remain off until you exit the auditorium.
      ii. Audience members should not get up and exit the auditorium during a live performance, as it not only disturbs the people seated around them but also the performers on stage. Theater etiquette is to remain seated and quiet until a break in the performance, such as a scene break or intermission.
   e. Recording Devices:
      i. Recording devices are not allowed inside the auditorium during performances except by permission of the copyright holders for the material being presented and the production company presenting the event.
      ii. Digital cameras and camera phones should not be brought into the auditorium. If they are brought in and used, they will be confiscated.
   f. Late Arrivals:
      i. Audience members arriving after the beginning of a performance will be seated at an appropriate break in the program.

2. Children and the Theater
   a. When deciding to bring small children to an event, parents should be sensitive to the nature of the live theater and the interchange of emotions, as well as the length of the event. Some events may be advertised as not appropriate for children.
   b. No strollers or baby carriers in the theatre.
   c. If baby becomes disruptive during an event, you may be asked to step into the lobby.

Disability Services

1. Assistance for the Hearing Impaired
   a. Hearing assistance devices: FM receivers with mini earphones can be checked out from the coat
check beginning one hour before performance. They may be checked out at the “COAT CHECK” window with a credit card or driver’s license and returned to the House Manager at the end of the performance. The House Manager will be found near the main exit of the event at the end of the performance.

b. Signing: Persons requiring signers must request this service by contacting the Theater Manager at 225-578-0236. Requests for signers at theatrical events require one-week notice prior to the event date so that the signer can obtain a copy of the printed script and prepare.

2. Assistance for People with Limited Mobility
   a. Wheelchair accommodations:
      The Student Union Theater has six wheelchair spaces located along the back row of the orchestra seating area. Patrons requiring a wheelchair location may call the box office to request one of these spaces. They are also available for purchase online. Wheelchair spaces do not have a chair and require the guest to be seated in his/her own wheelchair. These spaces are allocated with one reserved seat next to it for a person escorting the guest in the wheelchair.
      Guests using wheelchairs may want to exit the theater at the end of the event by using the Tower Drive doors along the west side of the auditorium (directly across from the bridge lobby entrance) and down the ramp to the street.
      The other option is to exit the theater directly into the Student Union main lobby on the east side of the auditorium and taking either elevator to the ground floor.
   b. Walkers:
      Guests using walkers should enter the Student Union Theater on the ground floor and use the elevator to access the auditorium. Please see below for information on the elevator. Guests using walkers should purchase regular seats in the orchestra seating area and have a house attendant store their walker against a wall near the closest theater exit. Depending on the location of the seat, guests using walkers may exit at the bridge lobby entrance to the elevators provided.
   c. Passenger elevators:
      The passenger elevators are located between the theater and the Student Union’s main lobby. They can be accessed from the sliding doors located at the end of the left ramp leading to the lower level of the Student Union. Please note: if you hit the main sliding doors, you have gone too far.
   d. Exit ramp:
      The Student Union Theater has an exit ramp which is located through the doors located on the west side of the auditorium between the orchestra and mezzanine seating sections. These doors lead directly down a ramp to Tower Drive opposite the parking lot between Coates and Nicholson Hall.

3. Assistance for People with Limited Vision
   a. Brail signage:
      Doors to all rooms within the Student Union Theater have identification signs which are ADA compliant in regard to both vision and mobility issues.
   b. Guide dogs:
      Patrons with guide dogs should contact the box office to reserve an aisle seat in the orchestra seating area, even if the event is listed as general admission.
   c. Large print programs:
      Large print programs can be provided by special request for events sponsored by the Student Union Theater. Please contact the Student Union Theater Manager at 225-578-0236 at least 72 hours in advance of the event so that the program may be printed. Persons who have requested large type programs can pick them up from the House Manager on duty in the theater bridge lobby when they arrive for the event.
Box Office Services

1. Box Office Hours
   Monday-Friday 10am-4pm

2. General Information
   a. Box office services operates in the main lobby of the theater. The box office will open one hour before ticketed events and will remain open until half an hour after the published starting (curtain) time.
   
   Tickets may be purchased over the phone, in person, or online. MasterCard, Visa, American Express, and Discover are all accepted.
   
   Athletics tickets are available through the LSU Athletics ticket office at www.lsusports.net. Tickets for College of Music and Dramatic Arts events that are not located in the Student Union Theater can be purchased by visiting wp.music.lsu.edu/.

Box Office Policies

1. Event Ticketing
   a. Any ticket purchased through this service is a revocable license valid only for the seat and performance printed on it. Management reserves the right to deny entrance into or remove from the facility anyone who is disruptive to the event or appears (in the opinion of management) to be engaged in activities that could damage the facility or endanger others. Management also reserves the right to confiscate any items on or carried by the ticket holder that are specifically forbidden at the event. This includes cameras, cell phones, beepers, and all other recording or noise-producing devices.
   
   b. The maximum number of tickets available shall not exceed the seating capacity of the theater.
   
   c. All ticketed events held in the LSU Student Union Theater must use the LSU Student Union box office services.
   
   d. In the event of a ticket refund, any processing fees will not be included in the refund. Only the ticket price will be refunded.
   
   e. Tickets will be available at the box office during regular office hours, Monday-Friday 10am-4pm. During extended event hours, the box office will only sell tickets for the current event in the theater.
   
   f. Will Call
   
   i. Photo ID is required for picking up will call tickets. Complimentary tickets require signature on a list provided by the event sponsor.
   
   ii. Tickets purchased in advance can be picked up during regular office hours or within one hour of the performance.

2. Discounted Tickets
   a. General Statement of Policy:
      The LSU Union operates a box office service for various event sponsors within the university community, as well as off campus groups. The decision to offer discounts to various groups rests with the sponsoring organization. Any organization using the LSU Student Union box office wishing to discount tickets to students, faculty/staff, or senior citizens must comply with this discount policy. An organization may wish to offer a discounted ticket to any one of these groups and not the others, or any combination thereof. An organization may wish to offer a discounted ticket to any other group which has some relationship to them and may set the policy for the group as they see fit.
   
   i. Student Discount: LSU students may purchase one discounted ticket per student ID card. A valid student ID card must be presented at the time the ticket is picked up.
   
   ii. Faculty/Staff Discount: LSU faculty and staff may purchase two discounted tickets per LSU faculty/staff ID card. One valid faculty/staff ID must be presented per every two tickets at the time the tickets are picked up.
b. Complimentary Tickets
Event sponsors are responsible for establishing the complimentary ticket policy for their events. The event sponsor must provide a list of names, positions, and number of tickets for each eligible person for specific times and dates. This list must be provided at least twenty-four hours in advance of intended issuance of comp tickets.

Contact Information
Theater Manager:
Jennifer Gomez
gomezj@lsu.edu
225-578-0236

Box Office Manager:
Amanda Hansell
unionbox@lsu.edu
225-578-5128

Technical Director:
Courtney Ospina
czimme5@lsu.edu
225-578-6013

Sound Technician:
Jacob Sullivan
jacobs@lsu.edu
Box Office Policies

1. Event Ticketing
   - Athletics tickets are available through the LSU Athletics ticket office at www.lsusports.net. Tickets can be purchased by visiting wp.music.lsu.edu/.

2. General Information
   - Any ticket purchased through this service is a revocable license valid only for the seat and the performance printed on it. Management reserves the right to deny entrance into or remove from the facility anyone who is disruptive to the event or appears (in the opinion of management) to be a threat to the security of the facility.
   - Smoking is prohibited anywhere inside the theater.
   - The Student Union Theater has six wheelchair spaces located along the back row of the orchestra seating area. Patrons requiring a wheelchair location may call the box office to request one of these seats.
   - Guide dogs: These are allowed inside the theater. All other service animals are not permitted.
   - Walkers:
     a. Wheelchair accommodations: Patrons requiring a wheelchair location may call the box office to request one of these seats. These seats are located along the back row of the orchestra seating area.
     b. Store your walker against a wall near the closest theater exit. Depending on the location of the walk-in ramp, you may store your walker in the lobby or in the theater bridge lobby when they arrive for the event.
     c. Guide dogs: These are allowed inside the theater. All other service animals are not permitted.
     d. Elevator: Guests using walkers should purchase regular seats in the orchestra seating area and have a house attendant assist them on and off the elevator to access the auditorium. Please see below for information on the elevator.
   - Large print programs: These can be provided by special request for events sponsored by the Student Union Office of Student Affairs.
   - Large print programs:
     a. Digital cameras and camera phones should not be brought into the auditorium. If they are, they will be confiscated.
     b. Recording devices are not allowed inside the auditorium during performances except as it not only disturbs the people seated around them but also the performers on stage. At some events, recordings may be permitted. These events will be advertised as such.
     c. Food, candy and beverages are not allowed inside the Auditorium.
     d. Smoking: Smoking is prohibited anywhere inside the theater.
   - Smoking and Tobacco Products:
     i. Smoking is prohibited anywhere inside the theater.
     ii. Alcohol is prohibited.
     iii. Bottled water with a lid can be brought into the auditorium.
     iv. Food and beverages are sometimes provided by the event sponsor for the pleasure of the attendees.
   - Theaters and lobbies:
     a. No strollers or baby carriers in the theatre.
     b. No eating or drinking in the theater.Food, candy and beverages are not allowed inside the auditorium.
   - Audience members arriving after the beginning of a performance will be seated at an appropriate break in the program.
   - Smoking is not allowed in the theater lobbies. Smoking is only allowed in designated smoking areas in the parking lot.
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     a. No eating or drinking in the theater. Food, candy and beverages are not allowed inside the auditorium.
     b. No smoking in the theater lobbies. Smoking is only allowed in designated smoking areas in the parking lot.
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3. Assistance for People with Limited Mobility
   - Wheelchair accommodations: Patrons requiring a wheelchair location may call the box office to request one of these seats. These seats are located along the back row of the orchestra seating area.
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   - Theaters and lobbies:
     a. No eating or drinking in the theater. Food, candy and beverages are not allowed inside the auditorium.
     b. No smoking in the theater lobbies. Smoking is only allowed in designated smoking areas in the parking lot.
   - Audience members arriving after the beginning of a performance will be seated at an appropriate break in the program.

4. Assistance for People with Limited Vision
   - Smoking and Tobacco Products:
     i. Smoking is prohibited anywhere inside the theater.
     ii. Alcohol is prohibited.
     iii. Bottled water with a lid can be brought into the auditorium.
     iv. Food and beverages are sometimes provided by the event sponsor for the pleasure of the attendees.
   - Theaters and lobbies:
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     b. No smoking in the theater lobbies. Smoking is only allowed in designated smoking areas in the parking lot.
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5. Assistance for the Hearing Impaired
   - Smoking and Tobacco Products:
     i. Smoking is prohibited anywhere inside the theater.
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     b. No smoking in the theater lobbies. Smoking is only allowed in designated smoking areas in the parking lot.
   - Audience members arriving after the beginning of a performance will be seated at an appropriate break in the program.

6. Complimentary Tickets
   - Complimentary tickets are available for specific times and dates. This list must be provided at least twenty-four hours in advance of the event so that the program may be printed.
   - Complimentary tickets can be picked up during regular office hours or within one hour of the performance.
   - Tickets purchased in advance can be picked up during regular office hours or within one hour of the performance.
   - Tickets at the time the tickets are picked up.
   - ii. Faculty/Staff Discount: LSU faculty and staff may purchase two discounted tickets per student ID card. A valid student ID card must be presented at the time the ticket is picked up.
   - i. Student Discount: LSU students may purchase one discounted ticket per student ID card. A valid student ID card must be presented at the time the ticket is picked up.

7. Box Office Hours
   - Monday-Friday 10am-4pm
   - Box office services operate in the main lobby of the theater. The box office will open one hour in advance of intended issuance of comp tickets.
   - b. Complimentary Tickets
     - These tickets are available for specific times and dates. This list must be provided at least twenty-four hours in advance of the event so that the program may be printed.
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8. Contact Information
   - Jennifer Gomez
     - Technical Director:
     - 225-578-0236
     - Jennifer.Gomez@lsu.edu
   - Courtney Ospina
     - Box Office Coordinator:
     - 225-578-3880
     - jacobs@lsu.edu
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     - These tickets are available for specific times and dates. This list must be provided at least twenty-four hours in advance of the event so that the program may be printed.
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