

# PARAMOUNT CENTER FOR THE ARTS

## THEATRE POLICIES

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The following information is provided to help you familiarize yourself with our facilities and services. Our goal is to provide you with personalized service to ensure that your theatre experience exceeds your expectations. In order to serve you most effectively, please do not hesitate to address questions, comments or requests for specific assistance to any of the ushering staff or house manager.

**Accessibility** • For complete information on our services for Accessible Seating, ASL Interpreted Performances, Assisted Listening and Audio Devices, please visit our website at [paramountarts.org/accessibility](http://paramountarts.org/accessibility), call us at 320-257-3127, or inquire with our Community Engagement Director.

**Cancellations** • Please check the Paramount website for postponements and cancellations. Ticket holders will be notified by email of any changes.

**Children** • Children are welcome to enjoy performances at the Paramount Center for the Arts. Everyone entering the theatre must have a ticket, including infants. It is the sole responsibility of the parent or guardian to research and judge the content of a performance as appropriate for their child's age and maturity. For the comfort and enjoyment of all guests, anyone who is disruptive may be asked to leave the theatre.

**Electronic Devices** • The use of cameras or other types of recording equipment is strictly prohibited. Sounds and light from the use of electronic devices can be highly disruptive during a performance. These devices should be turned off or turned to silent or vibrate mode while in the theatre.

**Exchanges** • Tickets may be exchanged for another performance of the same production. Exchanges must be completed at least 24 hours prior to the date of the originally scheduled performance.

**First Aid** • First aid supplies, including an AED (automated external defibrillator), are available. Ask the house manager or an usher for assistance.

**Food and Beverages** • Light snacks and a variety of beverages including wine, beer, and soft drinks are available for purchase. Outside food & beverages are not permitted in the theatre.

**Group Sales** • Large groups are eligible for a discount for most performances. Call the box office at 320-259-5463 for more information.

**Lobby** • The lobby is open to the public approximately one hour prior to showtime. Theatre seating usually begins 30 minutes prior to showtime.

**Lost and Found** • Please notify any usher or house manager immediately upon discovery of lost or found articles. After a performance, you may call the Box Office at 320-259-5463.

**Restroom Locations** • Restrooms are located near the Box Office in the granite lobby. Please ask an usher or house manager for directions to the nearest restroom. Family bathrooms are available upon request.

**Seating** • Guests arriving after the start of the performance will be seated at the discretion of an usher or house manager, in accordance to the wishes of the performing company.

**Third-Party Tickets** • The Paramount Box Office is the official and most secure way to purchase tickets. We cannot guarantee that tickets purchased through any other vendor or third-party seller are valid. No exchanges, returns or refunds will be issued for any tickets listed for sale through brokers, agencies or third-party sellers.

**Tickets** • Tickets can be purchased in person at the Paramount Center for the Arts Box Office, by phone at 320-259-5463, or online at [www.paramountarts.org](http://www.paramountarts.org). All sales final.

**Weather** • In cases of inclement weather, most shows will go on as scheduled. Please check the website for more information.

# PARAMOUNT CENTER FOR THE ARTS

## PROHIBITED ITEMS & CODE OF CONDUCT

### Prohibited Items/Activities

The Paramount Center for the Arts is committed to guest safety and comfort, as well as quality of art and entertainment. The following list includes items and activities that would distract from others' enjoyment and safety and therefore are not allowed in the venue:

- Audio and video recording devices
- Balloons
- Cameras with external flash or interchangeable lenses (no professional photography without prior authorization)
- Drones
- Fighting/foul language or gestures
- Fireworks
- Flashlights
- Guns/Weapons
- Illegal drugs/ substances
- Lasers of any type
- Mace/Pepper Spray
- Outside food or beverages (including alcohol)
- Oversized bags or backpacks
- Pets (except service animals)
- Signs/flags/banners
- Skateboards/ Scooters/ Roller Blades
- Smoking/ Vaping
- Throwing items in the theatre or on stage
- Tripods/ Selfie Sticks

The Paramount Center for the Arts reserves the right to search persons and bags, bar entry, or may ask patrons to leave should they not comply with or have possession of items prohibited in the venue.

### Guest Code of Conduct

The Paramount Center for the Arts is committed to quality, enjoyable experiences for all. Please help us by doing your part. We kindly ask that our guests:

- Treat all with respect and professional courtesy
- Assist in creating a safe and enjoyable environment
- Comply with any requests from Paramount staff or ushers regarding emergency protocols
- Sit in the seats assigned to your order and comply with any requests to show your tickets
- Report any inappropriate behavior to an usher or staff member
- Consume alcohol in a responsible manner and in compliance with the law
- Be respectful of all performers and fellow audience members
- Wear upper and lower garments and shoes at all times
- Refrain from the use of audio or video recording devices

Please note that tickets are a revokable license for the event listed on the ticket. Management reserves the right to revoke this license and may ask patron(s) to leave the venue without refund for non-compliance with any theatre policies or code of conduct as determined at the sole discretion of Paramount personnel.