

MUSICAL THEATRE PRODUCTIONS CODE OF CONDUCT

Musical Theatre Productions (MTP) in London, Ontario, Canada is committed to creating a safe, comfortable, and enjoyable entertainment experience. Patrons have a right to expect an environment where:

- Patrons will be treated in a consistent, professional and courteous manner by MTP members, our production teams and any individual affiliated with our productions or events.
- Patrons will enjoy every performance/event free from disruptive patron behavior.
- Patrons will consume alcoholic beverages in a responsible manner. Intervention with impaired or intoxicated patrons will be handled in a prompt and safe manner.
- Patrons who attempt to enter the stage/performance areas without permission may be asked to leave the performance.
- Patrons will be responsible for their own positive experience by reporting inappropriate behavior.

MTP production team members will use their best discretion to ensure that there is no interference with patrons' ability to enjoy an event. All patrons must maintain reasonable and appropriate behavior at all times. Patrons who engage in disorderly conduct may be ejected from the venue. 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 at seats or in the aisles, unless advertised and encouraged as part of the performance
- Drunk and disorderly conduct
- Fighting or challenging others to fight
- Interference with, or delay, of the event
- Violation of the venue policies and/or laws
- Smoking, vaping or igniting and display of flames, i.e. lighters / matches
- Attempting to enter the performance areas, stage or backstage areas without permission
- Throw, discharge, or launch any liquid substance or objects, unless advertised and encouraged as part of the performance
- Willfully and maliciously disturbing another patron or performer with loud and unreasonable noise
- Using profanity and/or offensive words
- Taunting, heckling, screaming, whistling or using offensive language toward performers or production staff
- Phone calls, texting, or emailing during the performance
- Photographing, videotaping, or otherwise recording the performance
- Any conduct that reasonably could be construed as interfering with or interrupting another's right to enjoy the performance