

S T U D I O
T H E A T R E

VOLUNTEER USHER HANDBOOK
2025-2026 SEASON

STUDIO

T H E A T R E

WELCOME TO STUDIO THEATRE!

On behalf of the entire company, thank you for being part of Studio's Volunteer Usher Team! Your actions have a direct impact on making each visit to Studio special for both you and our patrons. As Studio ambassadors, you treat each patron as you would like to be treated, ensuring everyone's safety with a knowledgeable, friendly, and customer service-oriented attitude.

Before we get started, here are a few ways to contact us regarding all Volunteer Usher concerns:

- Volunteer Email: usher@studiotheatre.org
- Audience Services Director – Shane Oliver
 - Cell – 202-919-3730
- House Managers
 - housemanager@studiotheatre.org

STUDIO'S MISSION AND VALUES

MISSION STATEMENT

Studio Theatre produces exceptional contemporary theatre in deliberately intimate spaces, fostering a more thoughtful, empathetic, and connected community in Washington, D.C., and beyond.

Values

Artistry

In consistent pursuit of excellence onstage and off, we encourage creativity and exploration, and go about our work with exceptional rigor, craft, and attention to detail.



Inclusion

Embracing the differences that enrich our society and our art, we strive to cultivate a diverse workforce, audience, and repertoire, and to be an especially welcoming place for all.

Company

We foster a supportive workplace in which people collaborate with generosity and trust, nurture future arts leaders through exposure and mentorship, and encourage the professional and personal growth of those who work here.



Stewardship

We use the theatre's resources mindfully, investing in a vital future for our institution.



Boldness

We take chances, challenge the status quo, and produce theatre that fearlessly interrogates the human experience.

Studio's Commitment to Anti-racism

We are a theatre whose work engages provocative ideas and challenging content. We ask our artists to explore that content bravely and boldly, working in deep and meaningful collaboration with each other. We strive to share our work with a wide audience, inviting them to contend with the past, reflect on the present, and envision the future.

The successful realization of our work requires that artists feel supported, that audiences feel truly welcome, and that staff work in an environment that supports them actively. None of that is possible without an active and ongoing commitment to creating a diverse, inclusive, and equitable community. We believe that being "not racist" does not go far enough to achieve those ends—for our institution and field to flourish, we must be anti-racist and work proactively to dismantle barriers that have excluded people from joyful participation in our art form.

We recognize that this work is made more challenging by the fact that we are and have always been an institution with a predominantly white staff and that our previous efforts to promote equity have been spotty and insufficient. People and our work have suffered as a result. We thank those who have called on us and the field to do better, and we welcome any community member to call us into dialogue.

Our work in this area is, by nature, ongoing and will find a specific form in policies and procedures that evolve over time. However, we have committed to the following general principles that help guide our efforts: principles that we revisit regularly and share with everyone who comes to work with us.

As part of our commitment to being a welcoming, diverse, and inclusive workplace, we resolve to:

- Be rigorous in interrogating ourselves—our policies, practices, culture, and personal behaviors.
- Regularly engage in self-reflection, learning, and dialogue about race and racism.
- Actively listen to our BIPOC colleagues and communities.
- Embrace historically marginalized communities in our workforce, audience, and stakeholders.
- Proactively recruit, hire, and welcome staff and artists from diverse backgrounds to ensure they can thrive at Studio and feel they belong here.
- Disrupt patterns, structures, and behaviors that reinforce racism and anti-Blackness.
- Make our work accessible, affordable, and engaging to a broad community.
- Develop a systematic approach to assessing and monitoring institutional progress.
- Maintain avenues for reporting and remedying discrimination and disrespect.
- Continue this work even when it feels difficult or other needs feel pressing.

Studio History



Now in its 45th season, Studio has carved out a distinctive place for itself by investing in excellence up close and by producing plays of big ideas on a human scale—plays that challenge assumptions, spark conversations, and offer both surprise and connection. Over its four decades, Studio has produced an eclectic mix of works that reflect the contemporary world, offering a repertoire of provocative new and contemporary writing from around the world and inventive stagings of contemporary classics.

1978



Joy Zinoman founded Studio Theatre in 1978, an outgrowth of the acting conservatory she founded three years prior. Over four decades, Studio has expanded its operations while maintaining the signature intimacy of its theatres. Studio launched its pilot season in a theatre on Rhode Island Avenue, spent eight years in a rented space on Church Street, opened a theatre on the corner of 14th and P Streets in 1987, and gradually expanded that footprint to include the current four theatres it owns and operates. Deeply committed to a powerful exchange between actor and audience member throughout that history, none of its theatres has ever seated more than 225 patrons.

2010



Founding Artistic Director Joy Zinoman retired in 2010 after leading Studio for more than 30 years. Over the last 10 seasons under the leadership of Artistic Director David Muse, Studio has built on its history of stunning productions of remarkable contemporary plays in intimate spaces, while expanding its commitment to developing new work with contemporary writers. Since 2011, when Studio began incorporating new play development into its artistic programming, Studio has commissioned 20 artists and premiered 14 new plays, most of these through Studio R&D, its new work incubator.

2015



In 2015, Muse introduced Studio X, a new umbrella for a wide variety of productions that sits alongside the Main Series, the core group of plays that have formed the backbone of Studio's programming for decades. Studio X is a consolidation and outgrowth of the type of work Studio produced in its former Lab, Special Events, and 2ndStage programming streams, a home for projects that break new ground in their style or content.

STUDIO

T H E A T R E

VOLUNTEER USHER 101

REQUIREMENTS

Volunteer Ushers must be 16+ years of age, have a working email address, and perform all assigned duties throughout each shift. Physical requirements include but are not limited to walking up and down stairs, standing for up to one hour, and walking through aisles.

CONDUCT

Guest interactions with Volunteer Ushers shape patrons' impressions of the Studio as much as they are by performance quality. All Volunteer Ushers are expected to conduct themselves with courtesy and professionalism. Any conduct deemed inappropriate by House Managers or Box Office Associates may result in dismissal.

Before the start of each season, Volunteer Ushers will receive the season's handbook via email, accompanied by an online form to acknowledge that they:

- Have read the season's Volunteer Usher Handbook
- Understand this season-long commitment to Studio Theatre
- Agree to follow the policies and procedures detailed in the Handbook when ushering and willingly accept the consequences of failing to do so, which may include refusal of services as Volunteer Ushers and dismissal from the ushering program.
- Understand how to contact House Management during the season.

CONTACT INFORMATION

- Audience Services Director – Shane Oliver
 - 202-919-3730
 - Soliver@studiotheatre.org
- For Scheduling Inquiries or Shift Questions, please use the House Manager email:
 - housemanager@studiotheatre.org

CUSTOMER SERVICE

Volunteer Ushers represent House Management's eyes and ears, so you must always remain attentive during your shift. When approached with customer service-related concerns, remember the LAST model:

- Listen patiently and attentively.
- Apologize for what has happened.
- Solve the issue by directing the patrons to the Front of House staff.
- Thank the patrons for sharing their concerns.

Using positive language helps to avoid negative triggers that lead to disgruntled patrons.

Negative	Positive
This isn't your section.	Let me show you where you need to enter.
You can't bring food inside the theatre.	Please finish your snack in the lobby.
Opened cups aren't allowed in the theatre.	Please place a lid on your drink first.
Someone's in the wrong seat.	May I check your tickets, please?

If there is a situation that is beyond the scope of your responsibilities, ALWAYS seek out the House Manager or Manager on Duty.

SCHEDULING

Volunteer Ushers are expected to commit to supporting every production during the season. Their scheduled shift is determined based on availability and the number of positions available at each performance.

All shifts will be self-scheduled using our online volunteer portal, VicNet. Volunteers will create a VicNet account and password during the application process.

After you choose a date and sign up for your preferred volunteer time, please make a note on your calendar. Volunteers receive monthly reminders of upcoming shifts and reminders two days before their volunteer date.

Please email the House Manager with any questions regarding the VicNet scheduling tool.

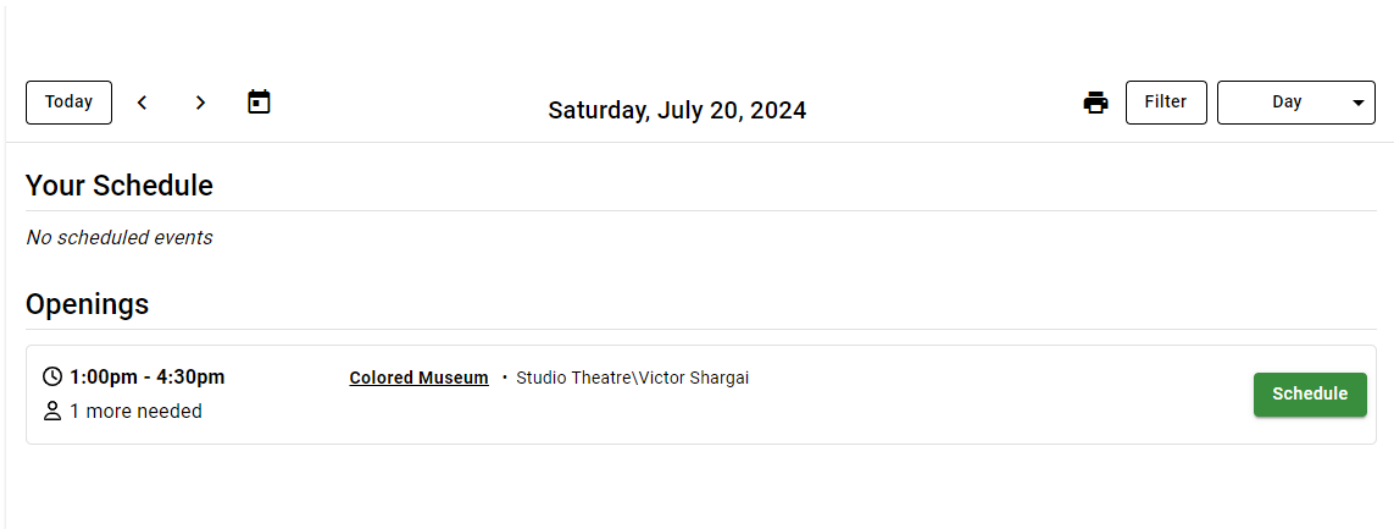


Figure 1: Screenshot of VicNet Scheduling System on Desktop

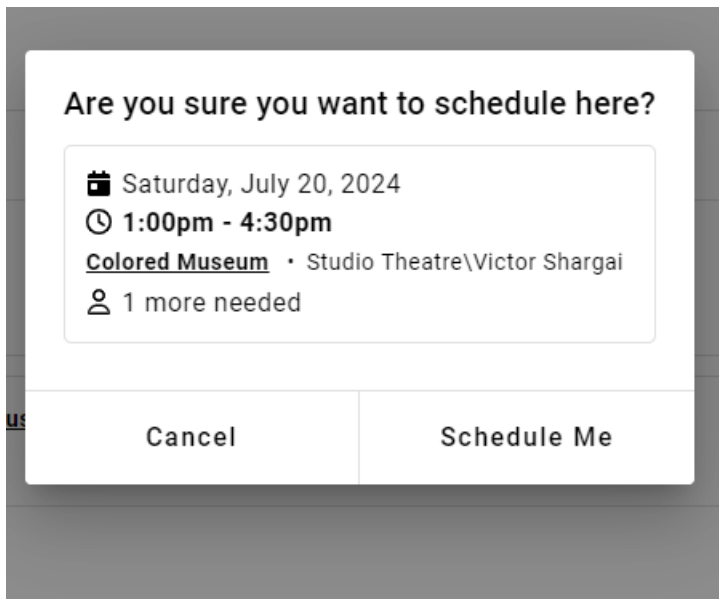


Figure 2: Screenshot of the self-scheduling feature of VicNet

SHIFT BREAKDOWN

Unless otherwise noted in the usher assignment reminder emails, the call time for Volunteer Ushers is one hour before the scheduled curtain (e.g., 7 pm for an 8 pm performance, 1 pm for a 2:00 pm performance, etc.). Upon arrival, Volunteer Ushers check in at the Box Office and wait in the designated lobby for further instruction.

House Management will lead Volunteer Ushers to a pre-show meeting and relay vital information regarding the performance and other need-to-know information. Additionally, Volunteer Ushers may need to assist with stuffing programs or other projects before the theatre is open for seating. If time permits, after the House Manager has given assignments, Volunteer Ushers may take a break to use the restrooms, purchase concessions, browse the bookstore, etc.

Forty-five minutes before the curtain, we will be in "Lights Up." At this time, all volunteers must be on and ready at their assigned station, prepared for patrons.

We are happy to provide a seat for our volunteers in appreciation of their time. Seat availability will vary at each performance, and volunteer groups may be split up. If the House Manager cannot accommodate you and your volunteer group, please partner with the House Manager and email soliver@studiotheatre.org to make reservations for complimentary tickets for a different day and time.

ATTENDANCE AND PUNCTUALITY

We expect volunteers to arrive on time to ensure a successful show operation. House Management may turn away late arrivals. Volunteers who arrive late will be notated, and repeated offenses (3 or more) will result in dismissal. If a volunteer anticipates being late to a performance call, they **MUST** notify House Management at housemanagement@studiotheatre.org. Failure to do so will result in a strike against the volunteer's attendance record.

Volunteer Ushers who cannot cover shifts must notify House Management via housemanagement@studiotheatre.org at least four hours before the scheduled shift begins to allow ample time to find coverage. Studio expects Volunteers to remove their name from the VicNet schedule if they can no longer commit to that volunteer date. Please note that two no-shows (without the specified amount of notification) within the same season will result in dismissal.

If you are experiencing ANY of the following symptoms, please stay home and notify House Management:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Note: Always use housemanagement@studiotheatre.org for ALL Volunteer communication.

ATTIRE

The required attire for Volunteers will be as follows:

- Studio-provided branded T-shirt OR Black or Dark colored Top.
- Black or Dark colored bottoms

- Black or Dark colored, closed-toe shoes.

Black or dark-colored unbranded sneakers are permitted.

During the warmer seasons, we allow volunteers to wear any combination of white and black business casual attire.

Volunteer ushers who are not in the proper attire at the start of the shift will not be permitted to usher for that performance. All Volunteer Ushers need to be easily identifiable to patrons.

PERSONAL BELONGINGS

After the pre-show meeting, Volunteer Ushers may store personal items (coats, bags, purses, helmets, etc.) in a space designated by House Management. Please note this space remains locked unless otherwise requested and will not be open during an evacuation. Volunteer Ushers who wish to keep items nearby in case of an emergency may do so if the items do not block aisles, exits, or their lanyards.

CELL PHONE USAGE

When on duty, Volunteer Ushers are prohibited from using their mobile phones in areas where patrons are present. If a Volunteer Usher must be reached during a performance to respond to an emergency, that person should obtain the phone number and extension of the Manager on Duty and give that information to the person who might call about the emergency. If an emergency calls for Volunteer Ushers to keep their mobile phones on, they must step away from all patrons when using their phones.

- Audience Services Director
 - (202) 919-3730

BENEFITS

Volunteer Ushers can receive a 20% discount on food and non-alcoholic beverages at our concessions bar, operated by K Bird. Volunteer Ushers may consume beverages during the pre-show meeting and performance but may not consume food inside the theatres. Alcohol consumption by Volunteer Ushers on duty is always prohibited.

Volunteer Ushers can receive staff discounts on Studio-branded merchandise and Washington Plaza Hotel parking tickets.

Volunteer Ushers on duty are eligible for free admission to that performance, and House Managers will assign seats to Volunteer Ushers at the curtain. If Volunteer Ushers cannot access seats during a sold-out performance or are uninterested in seeing the performance during their shift, they may contact House Management. House Managers will partner with the Box Office to arrange complimentary tickets for a future performance based on availability.

ASSIGNMENTS

All Volunteer Ushers are trusted to carry out their responsibilities with utmost reliability. They are assigned posts for their shifts and must remain at their posts until released by House Management. During most performances, there is more than one Volunteer Usher at or near each post, ready to assist patrons and enforce the house rules. They are trusted to locate the House Manager should the need arise or cover each other for bathroom visits. During Intermissions, Volunteer Ushers must return to their posts to continue to assist patrons and enforce the house rules or assist in other duties, if needed.

- **Lobby Greeters:** Provide general directions and assist patrons as needed.
- **Store Attendants:** Monitor Studio's merchandise kiosks and notify House Management of sales.
- **Ticket Scanners:** Stand at the theatre doors to scan tickets, answer questions, and help enforce the food and drink rules.
- **Audience Directors and Stage Monitors:** Direct patrons to seats, hand out programs, and help enforce house rules regarding cameras, recording devices, and onstage/backstage access.
- **Captions Proctor:** If a patron requests captioning, sit in the house during the performance and run the caption laptop.

At the end of each performance, all Volunteer Ushers help look for lost items, pick up programs and empty cups, and direct the House Managers to any spills. After a walk-through has been completed, Volunteers will gather any personal belongings and leave for the evening.

NOTE: If ANY ticketing-related conflicts arise, Volunteers **MUST** seek out the House Manager or direct the patrons to the Box Office as needed. Do **NOT** attempt to solve any ticketing or seating issues that may arise.

STUDIO

T H E A T R E

VOLUNTEER USHER – 102 INSIDE THE THEATRES

There are 4 performance spaces at Studio Theatre:

- Victor Shargai Theatre (Replacing the Metheney Theatre)
- Mead
- Milton
- Stage 4

The Victor Shargai Theatre (formerly Metheney)

Improved Infrastructure

Renovations will also improve systems and infrastructure that have not been modernized in over 15 years. The HVAC system will be upgraded to improve air quality and operate silently.

full tension wire grid to support best-in-class lighting, sound, and projection.

Complete Flexibility

Capable of myriad configurations—alley theatre, end-stage, in the round, and more—the theatre will be completely customizable. Its versatility will support Studio’s most ambitious work, with increased seating capacity so that we can share it with wider audiences.

Updated Technology

The Victor Shargai Theatre will be one of Washington’s most technologically advanced spaces. Performances will be enhanced with state-of-the-art production technology, including a new full tension wire grid to support best-in-class lighting, sound, and projection.



MEAD

The Mead Theatre is the cornerstone of Studio's history and where the theatre first made a home in Logan Circle. The largest of Studio's theatres, the Mead seats an audience of up to 202 people.

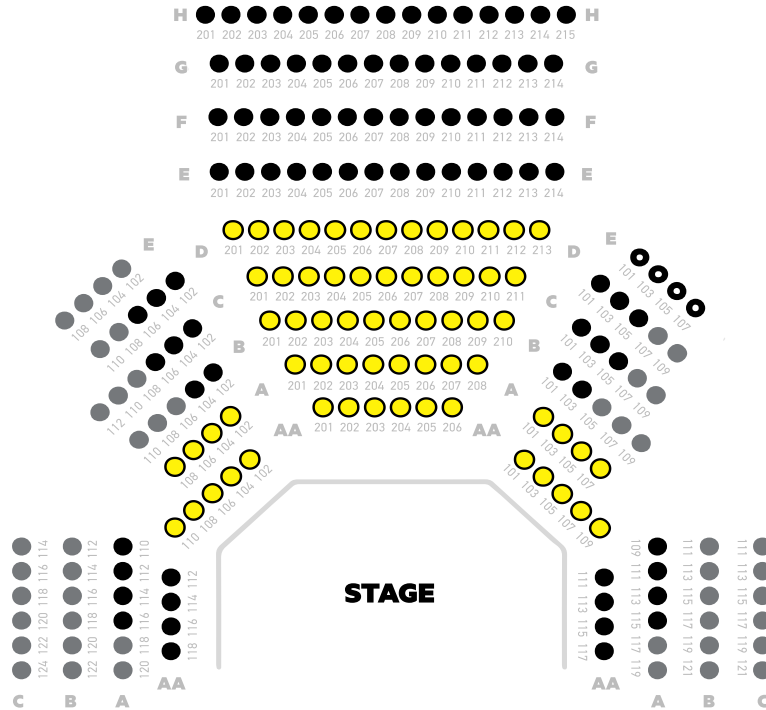


MILTON

Located on the 2nd Floor, The Milton seats an audience of up to 187 people.



MEAD THEATRE



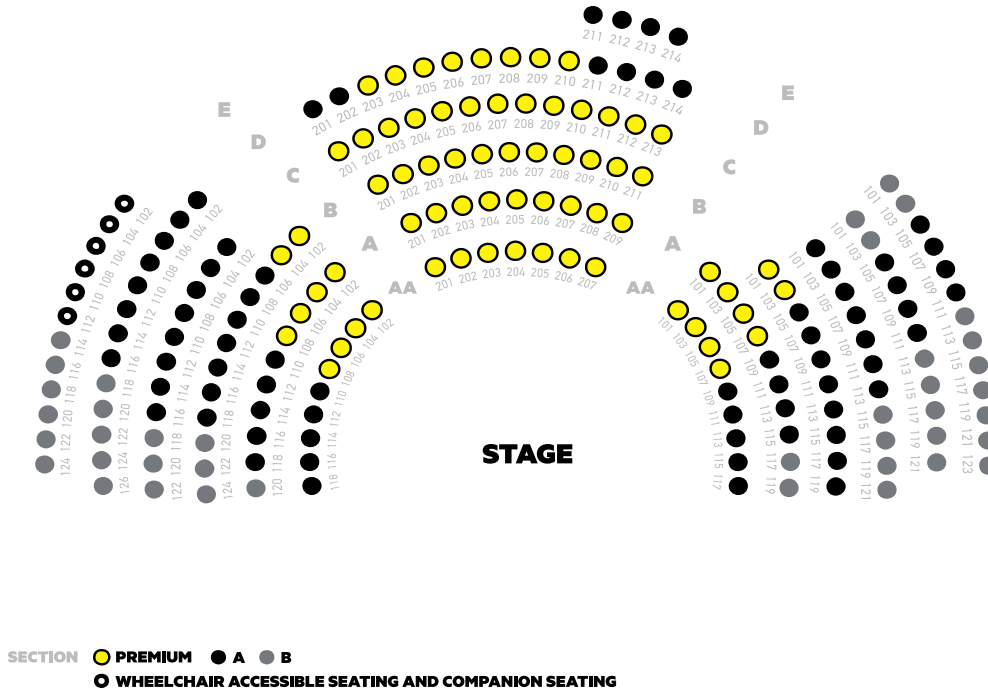
SECTION ● PREMIUM ● A ● B
 ○ WHEELCHAIR ACCESSIBLE SEATING AND COMPANION SEATING

The Mead Theatre seats up to 218 patrons.

A. Sections

- **Center** – seats are numbered in ascending order R to L, beginning with Seat 201
- **House Left** – seats are ODD numbered in ascending order from R to L, beginning with Seat 101
- **House Right** – seats are EVEN numbered in ascending order from R to L, beginning with Seat 102
- **North** – far-right seats are EVEN numbered in ascending order from R to L, beginning with Seat 110
- **South** – far left seats are ODD numbered in ascending order from R to L, beginning with Seat 109

MILTON THEATRE



The Milton Theatre seats up to 187 patrons.


B. Sections

- **Center** – seats are numbered in ascending order R to L, beginning with Seat 201.
- **Left** – seats are ODD numbered in ascending order from R to L, beginning with Seat 101.
- **Right** – seats are EVEN numbered in ascending order from R to L, beginning with Seat 102.
- **North** – far-right seats are EVEN numbered in ascending order from R

The Victor Shagari Theatre and Stage 4 have flexible spaces and can be set in several combinations. Specific seating arrangements will be available on a show-by-show basis but will follow naming and numbering conventions like the Mead and Milton Theatres.

Tickets

We will switch to digital and print-at-home tickets for the 24-25 Season and beyond. Below is a sample PAH (Print – at – Home) ticket. The top portion will have all seating information and the barcode to be scanned.

STUDIO THEATRE		THIS IS YOUR TICKET Present this page at the event
Name	Order #	
Venue	Type	
Section	Price	
Row		
Seat		
<p>INFORMATION FOR PATRONS:</p> <p>Arrive Early Latecomers will be seated at the discretion of House Management.</p> <p>Infants and Young Persons at the theatre Studio produces plays that reflect the contemporary world, and our plays frequently contain adult content. In general, we advise against bringing children under the age of 13 and do not allow babes in arms in our theatre.</p> <p>Accessibility Needs All of our theatres are fully accessible. If you need special assistance, including assistive listening devices, contact the Box Office.</p> <p>No Audio or Video Recording Audio recording, photography, or videography of the set, actors, or other production elements is not permitted.</p> <p>Ticket Exchanges and Refunds There are no refunds for tickets. Studio offers ticket exchanges online or by calling the Box Office. Single Ticket purchasers can exchange up to 24 hours in advance of their performance and are subject to a \$10 per-ticket exchange fee, plus any difference in ticket price. Subscribers get free, unlimited exchanges.</p> <p>For more information on our house policies and to plan your visit to Studio, check out studiotheatre.org/visit.</p>		<p>COVID SAFETY:</p> <p>Attending a Show Patrons must show proof of full vaccinated at the time of entry into our theatres. Acceptable proof of vaccination is a physical copy of your vaccination card.</p> <p>Masks are required for audiences inside the theatre.</p> <p>Exemptions Theatres will offer exemptions for those unable to be vaccinated, such as children under 12, people with medical conditions, or those whose religious beliefs prevent vaccination. Patrons who cannot get vaccinated due to these reasons may instead present a COVID-19 PCR test taken within 72 hours of the performance start time, or a negative COVID-19 antigen test taken within 6 hours of the performance start time.</p> <p>Read more about COVID safety protocols on our FAQ page at studiotheatre.org/faq.</p>
<p>CONDITIONS OF ACCEPTANCE</p> <p>All sales are final. There are no refunds except in the event of a cancellation. Late arrivals will be seated at the discretion of management. One admission per ticket. Programs and dates are subject to change. Box Office 202-332-3300 www.studiotheatre.org</p> <p>NO REFUNDS. NO EXCHANGES. DATE AND TIME OF EVENT SUBJECT TO CHANGE WITHOUT NOTICE.</p>		

studiotheatre.org | 202.332.3300 | boxoffice@studiotheatre.org

ACCESSIBILITY

Studio Theatre is dedicated to ensuring all patrons have access to the theatre. The following is a list of the services we offer. If a patron approaches you with an accessibility request, the answer should never be no—you should always consult with the House Manager if you need help.

1. Audio Description
 - a. The show is described over a set of headphones as it happens.
 - b. This is for patrons with visual accessibility needs.
 - c. These performance dates are assigned at the top of the season
2. American Sign Language Interpretation
 - a. Interpreters sign the show.
 - b. These performance dates are assigned at the top of the season
3. Captioning
 - a. The show's text will be displayed on personal devices patrons may check out.
 - c. Available in the lobby for every performance
4. Large Print Programs
5. Seat Boosters/Cushions
 - a. Located in the Box Office closet
6. Assistive Listening Devices
 - a. Available in the lobby for every performance
7. Assistance for Patrons with Wheelchairs
 - a. Each theatre has specific accessible seating.
 - b. In Stage 4, it changes on a show-by-show basis.
 - c. Each person will be aware of said seating after IDR.
8. The Mead Theatre has an elevator on House Left; the HM must operate it.
 - a. House Right in the Milton Theatre.

If a patron ever has a special request, find the answer. If the question cannot be answered that evening, take their contact information and give it to your direct supervisor. We want to ensure everyone who wants to enjoy our work has an opportunity.

If a patron needs some accommodation and you are unsure of what, ask one or some of the following to get a better picture:

1. How can we best accommodate you/your party?
2. What kind of accommodation do you require to enjoy the show?
3. What works best- space for a wheelchair, an aisle seat, or a transfer seat?
4. Would you prefer to avoid stairs entirely? Are a few steps okay?

EMERGENCY PROCEDURES

CIVIL DISORDER OR RIOT

Should the neighborhood experience some form of civil unrest, the house manager will lock all entry doors to protect the premises and reduce danger to patrons, volunteer ushers, staff, and property. Volunteer ushers will assist house management as instructed.

EARTHQUAKE

In an earthquake, the theatre acts as a shelter-in-place unless deemed dangerous. Patrons (and volunteer ushers) will be instructed to bend forward and cover their heads with their arms while seated until the earthquake passes.

FIRE EMERGENCY

A fire emergency could occur within the theatre or other parts of the building and is announced by flashing strobes and an auditory alarm, which persists until the emergency has been resolved. In a fire, hospitality staff will evacuate guests from all public areas. Volunteer ushers may assist patrons with exiting the building but are not required to do so. Everyone will assemble at Logan Circle Park until the house manager on duty has been given the "all clear" to return to the building. If the performance resumes, the volunteer ushers will return to their posts unless otherwise instructed.

MEDICAL EMERGENCY

In the event of a medical emergency, the nearest volunteer usher should stay with the patron in need and send another volunteer usher (or patron, if necessary) to find a house manager. Both the audience services director and assistant manager are CPR and AED certified. When the house manager is with the patron, return to assigned posts and await further instruction.

MINOR ACCIDENT OR FALL

In a minor accident or fall, the nearest volunteer usher should stay with the patron in need and send another volunteer usher (or patron, if necessary) to find a house manager. If the patron appears injured but insists that they do not need assistance, note the patron's appearance and seat location and report the incident to the house manager.

POWER OUTAGE

During a power outage, patrons (and volunteer ushers) will be instructed to stay seated inside the theatre. If the outage lasts more than thirty minutes, the performance may be canceled.

SEVERE OR INCLEMENT WEATHER

Studio Theatre does not cancel performances due to severe or inclement weather unless the metro closes all above-ground stations nearby or all stations. Box Office employees will notify patrons (and volunteer ushers) by email and will update the website and social media pages.

Coronavirus Policy

MASKS WELCOME

Mask use is welcome and encouraged for employees except when performing for audience members. Studio encourages mask usage when you are unsure if you are sick or have been exposed to an illness. Studio Theatre continues to provide medical masks for employees and guests.

CONTAGIOUS AILMENTS

Many common ailments, such as cold, flu, and COVID-19, are highly contagious. While you may feel “fine enough to volunteer,” you may be spreading diseases to your team and guests, some of whom may be immunocompromised or live with folks who are. In line with the CDC’s guidelines, Studio Theatre asks that you not return to volunteer until 24 hours AFTER “symptoms are improving overall, and if a fever was present, it has been gone without a fever-reducing medication.”

STUDIO

T H E A T R E

FREQUENTLY ASKED QUESTIONS

WHERE IS STUDIO THEATRE?

Studio is located at 1501 14th Street NW in Washington, DC. Visit the [Directions and Parking page](#) for more information.

DOES STUDIO HAVE A PARKING GARAGE?

Parking is available at the [Washington Plaza Hotel](#) without a reservation after 5:00 pm on weekdays and any time on weekends. You may purchase parking vouchers at the Box Office. There is limited street parking available in the neighborhood as well.

WHAT PUBLIC TRANSPORTATION OPTIONS ARE NEAR STUDIO?

- Metro
 - Dupont Circle (Red): Walk 5 blocks east on P Street.
 - McPherson Square (Orange/Blue): Walk 7 blocks north on 14th Street.
 - U Street/Cardozo (Green/Yellow): Walk 6 blocks south on 13th Street, then, make a right and walk 1 block west on P Street.
- [Metro Bus](#) and [Circulator](#)
- Bike: 3 bike racks in front of the theatre can lock up a total of 6 bicycles.

WHAT'S A GOOD PLACE TO EAT AROUND HERE?

There are several restaurants all within walking distance of the theatre, including:

- Le Diplomate
- Chipotle
- Sweetgreen
- And many more...

IS STUDIO ACCESSIBLE TO DEAF PATRONS AND PATRONS WITH DISABILITIES?

All our theatres are fully accessible. Studio Theatre strives to make its performances and facilities accessible to all our patrons. Due to the intimate size of Studio's theatres, we have a limited number of accessible seats. Visit our [Accessibility page](#) for more information on Studio's accessibility initiatives, including assistive listening devices, sign-interpreted and captioned performances, audio descriptions, and accessibility to our theatres for people with limited mobility.

WHAT ARE THE RUNNING TIMES OF STUDIO PERFORMANCES?

By the week before opening, the running time for each show will be listed on the show page, available in the [Plays section](#) of our website, and clicking on the production you will attend. Alternatively, you can call the Box Office at (202) 332-3300.

CAN PATRONS ARRIVE LATE TO A STUDIO PERFORMANCE?

Performances begin promptly. Latecomers will be seated at the House Manager's discretion. Due to the intimate size of Studio's theatres, we must seat latecomers in the most readily accessible seats. We cannot seat late patrons for some of our intimate shows in Stage 4 once the show has begun.

CAN PATRONS BRING YOUNG CHILDREN TO STUDIO PERFORMANCES?

We love introducing young people to live theatre. Studio produces plays that reflect the contemporary world, and our plays frequently contain adult content. Adults are the best judges of the appropriateness of the young people they will bring with them, so if you have any questions about the content of our shows, please get in touch with the Box Office. We are happy to provide additional information to inform you of your decision. In general, we advise against bringing children under thirteen and do not allow babies in arms in our theatre.

MAY PATRONS BRING FOOD AND DRINKS INTO THE THEATRE?

Patrons are only permitted beverages with a lid inside the theatres. Food consumption is prohibited inside the Mead, Shargai, and Milton Theatres. Food and beverage rules change on a performance-by-performance basis in Stage 4, so please check in with House Management for clarification.

CAN PATRONS USE CAMERAS AND RECORDING DEVICES DURING THE PERFORMANCE?

Patrons are prohibited from using mobile phones, cameras, and recording devices inside the theatres when the performers are on stage. Volunteer Ushers who witness this behavior will exit the theatre at the next break to relay information (including where the patron is sitting, what the patron is wearing,

and what device the patron is using) to the House Manager, who will ask the patron to delete the content from the device(s).

MAY I STRETCH MY LEGS OR LEAVE ITEMS IN THE AISLE ONCE THE SHOW STARTS?

All aisles inside the theatre must **always** remain clear. This is not only a safety precaution, but it also allows everyone to move about the theatre as easily as possible. Wheelchairs, crutches, scooters, canes, etc., must be kept under the seat or in designated areas as instructed by the House Manager.

CAN PATRONS MEET UP WITH THE PERFORMERS AFTER THE SHOW?

At times, Volunteer Ushers may be stationed near the stages to ensure that patrons do not access the onstage/backstage areas in the theatre for safety reasons. If you would like to leave a note for performers or backstage personnel before the performance has begun or during intermission, Hospitality staff can pass notes to Stage Management. If you are interested in meeting anyone with the production after the performance has ended, House Managers can contact Stage Management to relay your request.

AM I RESTRICTED FROM WEARING FRAGRANCES?

Fragrances, if used, must not be so strong as to call attention to anyone in a closed elevator or from any nearby seat in the theatre. If a patron is complaining about another patron's strong fragrance, Volunteer Ushers will direct concerns to the House Manager, who can assist in seat relocation, if possible.

WHAT'S THE STUDIO'S SMOKING POLICY?

To protect the health of everyone who attends Studio performances, smoking of any kind is prohibited throughout the building and within 25 feet of the front doors. If performers are smoking onstage, the House Manager will post signage accordingly.

ARE MASKS REQUIRED?

Masks are optional. This policy may change depending on further instruction from the General Management of Studio Theatre.

Acknowledgment

I acknowledge receiving a copy of the 2025-2026 Volunteer Usher Handbook. I understand that this handbook is also available on the Studio Theatre website for my reference. I acknowledge that I have read the handbook fully and agree to follow the policies and guidelines referenced. I understand that my failure to comply with these procedures and guidelines may result in my dismissal from the Studio Theatre Volunteer Usher program.

Name (printed)

Signature _____

Date _____