

Mount Baker Theatre

Patron & Guest Policy

Policy Statement:

Mount Baker Theatre values its patrons & guests. We strive to provide the best practices regarding the experience and safety to all that come to enjoy events at the Mount Baker Theatre. In order to provide this experience we ask that all patrons and guests observe the following policies and procedures.

Patron Code of Conduct:

Mount Baker Theatre is committed to maintaining a safe, comfortable and enjoyable entertainment experience. Patrons and guests have the right to expect an environment where:

- All venue personnel will treat patrons in a consistent professional and courteous manner.
- Everyone must have a ticket, even children on laps.
- All backpacks, larger bags, skate boards, other large items, and outside food must be checked at Coat Check.
- Patrons will consume alcoholic beverages in a responsible manner. Intervention with an impaired or underage guest will be handled in a prompt and safe manner.
- Patrons who partake in disruptive behavior including fighting, bullying, throwing objects, negatively affecting other patrons or acting in any other harassing or offensive manner will be immediately ejected from the venue.
- Dancing in aisles and floor space near entryways is allowed. Please be courteous of other patrons and guests viewing the performance. Balcony railings should be kept clear.
- Patrons are encouraged to refrain from cell phone or personal electronics use.
- Photography and video are discouraged unless notified by artist.
- Patrons found to be damaging or destroying Mount Baker Theatre property will be immediately ejected from the venue and will be held responsible for repairs.
- Smoking of any kind (e.g. tobacco, cannabis, and vapor) inside the venue is prohibited; ashtrays are located on the sidewalk twenty-five feet from the entrance.
- Patrons will comply with requests from venue staff regarding facility operations and emergency response procedures.
- To ensure that everyone who enters our theaters has an enjoyable experience, we encourage prompt reporting to staff of any inappropriate behavior or suspicious activity, including unattended bags.

Theatre staff may intervene where necessary to help ensure that the above expectations are met, and guests are encouraged to report any inappropriate behavior to the nearest security guard or other staff member. Guests who choose not to adhere to these provisions will be subject to ejection without refund and may be in violation of city ordinances resulting in possible arrest and prosecution. Thank you for adhering to the provisions of Mount Baker Theatre Patron Code of Conduct.

Bag Inspection:

We require that our onsite security personnel inspect patrons' bags prior to entering or reentering the theatre. Our staff utilizes equipment and procedure similar to sporting events and concerts at other live event venues. This procedure is designed with patron convenience in mind; it is highly recommended that guests arrive in a timely manner in order to enter the theatre for the start of the performance.

Prohibited Items:

- Aerosol Cans
- Outside Alcohol
- Animals/Pets (except service animals, please notify the Box Office if a Companion Seat is required for the service animal)
- Audio/Video Recording Equipment
- Balloons, Beach Balls or related items
- Cans, Bottles, Glass or containers (empty clear plastic water bottles, or MBT reusable Concert Cups with lid are allowed)
- Masks that fully cover the face
- Coolers or Ice Chests
- Drones (unless previously approved)
- Flow toys, Glow Sticks, etc.
- Illegal Drugs and/or paraphernalia
- Laser Pens and Pointers
- Noisemaking Devices: whistles, air horns, etc.
- Outside Food, Beverages, Bottled Water, etc. (outside food may be checked at Coat Check)
- Pamphlets, fliers, handbills, and stickers (pamphlets, fliers, and handbills may be previously approved)
- Professional Photography Equipment (unless previously approved)
- Poles/Sticks to display flags, banners, etc.
- Signs, banners, flags, etc.
- Skateboards, Rollerblades, Bikes, etc. (These items may be checked in at Coat Check)
- Weapons of any kind: pepper spray, tear gas, handcuffs, stun guns, etc. (See following statement on weapons)
- Any other item deemed inappropriate by Theatre Management.

Weapons:

Weapons are not allowed at Mount Baker Theatre, regardless of any licenses or permits. This includes firearms, pepper spray, stun guns, knives and other threatening objects of any kind (determined at the discretion of our security staff). Patrons who attempt to bring such items into our venue will be asked to return them to their vehicle. Mount Baker Theatre will not hold or be responsible for any such items. Unattended items left outside the facility doors will be discarded to ensure patron safety.

Social Media Commenting Policy:

We are pleased to offer our community an opportunity to share diverse opinions and varied points of view on our social media pages - in fact, we encourage it! Our goal is to build community through the arts and, as such, we do require that all comments follow a few basic standards. Comments that are threatening, libelous, defamatory, obscene, pornographic or racist will be removed. We require that all comments are free from profanity and hate speech. All comments should be relevant to the post and remain respectful of other commenters. We moderate and delete comments and posts to our pages and in our events as we see fit.

ADA Accommodation:

Mount Baker Theatre strives to provide access to patrons and guests regardless of disability. If patrons and their guests have any disability that requires accommodation please contact the Box Office for more information. The Mount Baker Theatre offers the following to accommodate patrons and guests:

- Wheel Chair Spaces, There are eight (8) wheel chair spaces located on the main floor.
- Assisted Listening Devices, Mount Baker Theatre has assisted listening devices with audio program feed that can be utilized with a hearing aid Telecoil or Earbud speaker. These devices are available at Coat Check.
- American Sign Language Interpreter (ASL), Please contact the Box Office to Request a ASL Interpreter. Requests one month prior to performance is appreciated.
- Service Animals generally are not an issue and should be kept with the patrons seating area to avoid obstructing other patrons. If the service animal is large and needs a companion space, please contact the Box Office.
- Visual, Other Speech, or Cognitive Disabilities, please contact the Box Office in order for us to better serve your needs.