

Mount Baker Theatre

Patron Code of Conduct and Associated Policies

Mount Baker Theatre strives to provide the highest level of safety and comfort to all who come to enjoy events in our spaces. As a nonprofit organization, we are also stewards of this beautiful historic building, which is included on the National Register of Historic Places. Therefore, MBT has established the following Code of Conduct for all patrons and guests:

- For reserved seating events, all patrons must sit in the location that matches their ticket.
- Children under the age of 13 should not be left unaccompanied while in the building.
- Aisles, rows, and balcony railings should be kept clear of personal items. Our ushers can store items such as walkers, strollers, and crutches and return them at the end of the performance.
- Backpacks, large bags, athletic equipment, and other cumbersome items must be left at our Coat Check station and retrieved after the event. This service is free to use.
- At high-energy performances, patrons who wish to dance are encouraged to move to the outside aisles to avoid blocking seated patrons' view of the stage.
- Middle aisles and the area in front of the stage should not be used for standing or dancing.
- When available for sale, alcoholic beverages may be consumed in a responsible manner by those of legal age with a valid ID. Anyone determined by MBT staff to be visibly intoxicated will be removed from the premises in a manner that ensures their safety and that of other patrons. Per Washington State Open Container Law, patrons are not allowed to leave the building with alcoholic beverages.
- Disruptive behavior such as fighting, harassment, throwing objects, or any other potentially dangerous activity will not be tolerated.
- Intentionally damaging Mount Baker Theatre property is prohibited.
- Smoking or vaping of any kind is prohibited.
- Per Washington State law, any marijuana use, including the consumption of cannabis edibles, is illegal on any portion of MBT property.
- Patrons must comply with requests from venue staff regarding all facility operations and emergency response procedures.

MBT staff may intervene where necessary to ensure the above guidelines are met. Guests are encouraged to report any inappropriate behavior to the nearest security guard or other staff member. *Guests who choose not to adhere to the above provisions may be subject to removal without refund and held financially liable for any damage they have caused. Those found to be in violation of city ordinances may also face arrest and prosecution.*

Thank you for your help in creating a safe and enjoyable experience for all!

Bag Inspection Policy:

For everyone's safety, we require that our onsite security personnel inspect patrons' bags and pockets prior to entering or reentering the theatre. To accomplish this, our staff utilizes equipment and methods similar to sporting events and other live event venues. These procedures are designed with efficiency and patron convenience in mind. However, it is highly recommended that guests arrive in a timely manner in order to complete the process and enter the theatre before the start of the performance.

Prohibited Items:

- *Outside food and beverages.* Only empty personal reusable water bottles or empty reusable MBT concert cups with lid are allowed. (Beverages at our concession stations are discounted when you bring in your MBT concert cups!)
- *Alcoholic beverages of any kind*
- *Weapons of any kind: firearms, knives, tear gas, mace, pepper spray, handcuffs, etc.* (More details below)
- *Professional cameras and audio/video recording equipment* (unless approved in advance by MBT Management and/or accompanied by a press pass issued by the performers)
- *Illegal drugs and associated paraphernalia*
- *Animals/pets*, except for service animals that have been trained with specific tasks to assist an individual with a disability. For more information on our service animal policy, please see the Accessibility section below.
- *Laser pens and pointers*
- *Sporting equipment - skateboards, helmets, hoverboards, etc.* (These items may be checked in at the Coat Check station. Please note that we cannot store bicycles.)
- *Signs, banners, display flags, etc.*
- *Stickers*
- *Pamphlets, fliers, or handbills* (unless previously approved)
- *Balloons, beach balls, or related items*
- *Folding chairs or other furniture*
- *Coolers or ice chests*
- *Drones*
- *Flow toys, glow sticks, etc.*
- *Noise-making devices: whistles, air horns, etc.*
- *Aerosol cans*
- *Any other item deemed inappropriate by MBT Staff*

Weapons:

Weapons are not allowed at Mount Baker Theatre, regardless of any licenses or permits. This includes firearms, stun guns, knives and other objects determined to fall under this category by our security staff. Patrons who attempt to bring prohibited items into the venue will be asked to return them to their vehicle or stored safely off of the premises. Unattended items left outside the property will be discarded to ensure patron safety.

Photo Policy:

Professional cameras and video equipment are not allowed without advance authorization from MBT administration.

As a general rule, flash photography and prolonged video recording on phones are not allowed at MBT events. Note, however, that some events will have different guidelines. Any variations to our standard policy will be listed on an event's webpage. If you have any questions, please contact the MBT Ticket Office.

Finally, please be mindful that photography and filming can be disruptive to other patrons' experience. We reserve the right to ask that phones be put away if their use is deemed a distraction to others.

Costume Policy:

Mount Baker Theatre welcomes costumes at many of our events within the following guidelines:

- Masks must be briefly removed before entry so that the wearer's face can be recorded by a security camera.
- Large props and weapon replicas must be left at the coat check station and retrieved after the performance.
- Costumes and their accessories cannot obstruct sightlines, aisles, or surrounding seating
- Costumes determined to be unsafe or offensive to others by MBT staff will not be permitted

Social Media Commenting Policy:

MBT's mission is to build community through a shared experience of the arts. As such, we are pleased to offer our community the opportunity to share diverse opinions and varied points of view on our social media pages. We ask that all comments follow a few basic standards:

- Please keep all comments relevant to the initial post and remain respectful of other commenters.
- Comments must be free of profanity, threats, libel, defamation, obscenity, pornography, racism, xenophobia, sexism, homophobia, transphobia, and other hateful or discriminatory language.

Mount Baker Theatre retains the right to delete comments/posts to our social media pages at the discretion of our staff.

Accessibility:

Mount Baker Theatre strives to provide access to all members of our community, and offers many services and accommodations to help patrons with disabilities attend performances.

Mobility assistance: There is no elevator in our historic building, so those with limited mobility are strongly encouraged to reserve main floor seating. Ushers are available to assist with patrons to and from their seats if needed. Walkers can be stored by MBT during a performance and returned at its conclusion.

Drop-off Locations & Patron Transport: The theatre does not have a dedicated parking lot. Patrons are welcome to use the drop-off zone in front of our main entrance on North Commercial Street. A house wheelchair is available upon request to be used to help transport a patron from the drop-off location to their seat. If you would like the house wheelchair ready for your arrival, please alert the Ticket Office in advance of the performance.

Wheelchair Spaces: There are eight (8) wheelchair-accessible spaces located in our Main Stage theatre, each with a designated companion seat. The seat locations are: Main I2, I37, O2, O37, U2, U37, AA2, and AA37. Companion seats are in fixed theatre seats immediately adjacent to these spaces. Wheelchair accessible bathrooms are located on the main floor of the Lobby.

Wheelchair spaces and adjacent companion seats are also available in our smaller Harold & Irene Walton Theatre. A vertical platform lift can be used to descend the stair steps going into this room. There are wheelchair accessible bathrooms inside the Walton theatre.

Assistive Listening Devices: Mount Baker Theatre has assistive listening devices with audio program feed that can be utilized with a hearing aid telecoil or earbud speaker. These are available at the Coat Check station.

American Sign Language Interpreter (ASL): An ASL Interpreter can be requested by submitting a request through the Ticket Office. We recommend doing this at least one month prior to the performance, as local availability of interpreters is limited. Please note that we will make every effort to fulfill a request, but an interpreter may not be available for every event.

Service Animals: Service animals that have been trained in specific tasks to assist a patron with their disability are welcome at MBT. A service animal should be kept with its owner at all times and seated in a manner that does not obstruct any aisle or point of access. If the animal is large enough to require a companion space, please contact the Ticket Office as soon as possible to make this arrangement. Please note that any service animal that behaves in a manner that creates a disturbance may be required to leave the premises.

For visual, speech, cognitive disabilities, or any other special needs not covered above, please contact the Ticket Office so that we may best accommodate you!

