

## **Audience Services**

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## **AUDIENCE SERVICES**

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is committed to providing guests with a safe and enjoyable entertainment experience. The performing arts center consists of the Ziff Ballet Opera House, Next Generation Green Room, Terra Patron's Salon, the restaurant Prelude, Peacock Foundation Studio; Knight Concert Hall, Cejas Patron Salon, Burns Green Room, Peacock Education Center; Carnival Studio Theater; and Thomson Plaza.

Performance dates, prices and show times are subject to change. Programs and artists are subject to change.

### **WHEELCHAIR/DISABLED TICKETING POLICY**

As a guest, if you need to request special accommodations for wheelchairs or other mobility impairments please contact the venue box office. Disabled persons seating must be reserved at least 24 hours in advance before the performance date. Please note it is prohibited for anyone, other than those with a disability or that of a guest's companion to use tickets for disabled seating locations (unless the area has been released for general seating). Those purchasing wheelchair seating may purchase one (1) wheelchair seat and one (1) attendant seat; any additional seats must be purchased in the regular seating areas. This policy ensures that we are able to accommodate all available and accessible wheelchair seats in our theaters.

### **ASSISTED LISTENING DEVICES**

Infrared assisted-listening devices are available in the lobby of the Ziff Ballet Opera House, the Knight Concert Hall and the Carnival Studio Theater. There is no charge for the use of the headsets. Some presenters provide American Sign Language (ASL); Open Caption audio translation with description; or projected English/Spanish subtitles. Please check with the box office in advance to determine which performances provide translation services.

### **FIRST-AID**

The Adrienne Arsht Center provides a licensed first responder with paramedic certification for most events. Automated External Defibrillators (AEDs) are located throughout the premises. If a guest requires medical attention they should immediately contact the nearest usher or staff member.

## **BOX OFFICE POLICIES**

### **BOX OFFICE HOURS**

The Box Office is open from 10:00AM to 6:00PM Monday through Friday and Saturday and Sunday from 12:00PM to curtain time when there is a performance. The Box Office is also open two (2) hours before every performance.

### **REFUNDS AND EXCHANGES**

No refunds or exchanges are issued except for season subscription tickets.

The Adrienne Arsht Center is only responsible for the ticketing of patrons from the following sources:

- Adrienne Arsht Center Box Office
- Adrienne Arsht Center website
- Broadway Across America
- Florida Grand Opera
- Miami City Ballet
- New World Symphony
- Ticketmaster

The Arsht Center reserves the right to refuse admission and reject any ticket that has been issued by another entity that conflicts with a ticket purchased from one of the sources designated above. A patron holding a revoked ticket will not be permitted into the theater unless they purchase a valid ticket.

## **GENERAL THEATER POLICIES**

### **RE-SELLING OF TICKETS**

Guests may not sell their unused tickets to others in and on the premises of The Adrienne Arsht Center. Violators will be reported to the Miami-Dade Police Department.

### **SMOKING**

Smoking is not allowed inside the buildings. Smoking is only allowed in designated smoking areas outside.

### **FOOD & BEVERAGES**

Bottled water [in plastic bottles] purchased at the theater is permitted into the theater. The food and beverage policy varies per event. Please ask the theater staff if food and beverage is permitted in the theater. No outside food or beverage will be allowed into the theaters.

### **LATE SEATING**

Please arrive at least 30 minutes prior to the scheduled performance. As a courtesy to the performers and other audience members, latecomers will not be seated until an appropriate break in the performance occurs once the curtain goes up. Please note that certain programs are performed without an intermission and therefore no late seating can be offered. Guests may view the program from one of the monitors located throughout the lobby until late seating is permitted. No refunds or exchanges of tickets will be issued for any latecomers to a performance.

### **CELLULAR PHONES & PDAs**

Please refrain from using cellular phones and PDAs during the performance. The sound and/or light from the displays are a distraction for the performers and other guests – as is text messaging during the performance.

### **PHOTOGRAPHY & AUDIO/VIDEO RECORDING DEVICES**

All audio, visual and audio/visual devices and photography, filming, recording and taping is strictly prohibited. The Adrienne Arsht Center reserves the right to deny entry to, or to remove any guest from the premises that refuses to comply with this policy.

### **FACILITY RE-ENTRY DURING EVENTS**

Re-Entry policies vary per event, so please check with the theater staff regarding re-entry. Please retain your ticket at all times as re-entry will not be granted without a valid ticket for the subject performance.

### **INSPECTIONS/BAG CHECKS**

All guests entering the premises during an event may be subject to a visual inspection, and/or a bag inspection. The inspection is conducted for the safety of our guests, performers, employees and volunteers. The security personnel will conduct their inspections with respect toward the guest's dignity and rights. Under no circumstance shall the inspections be conducted in a discriminatory manner or pattern. Entry to the premises may be denied to any guest that refuses to consent to such an inspection or who possesses any illegal, dangerous or harmful items.

## **SERVING AND CONSUMPTION OF ALCOHOL AND OR ILLEGAL SUBSTANCES**

The Adrienne Arsht Center and its alcohol beverage concessionaires have adopted an alcohol policy that is designed to help prevent harm and to protect our guests, employees, volunteers and the community from alcohol-related incidents. Guests are expected to obey all federal, state and local laws governing the purchase, possession, and consumption of alcohol. It is illegal for anyone under the age of 21 to consume alcoholic beverages. In addition, the following items are to be noted:

- The Adrienne Arsht Center's public concession stands will only serve alcoholic beverages at any event, in accordance with the law and as may be determined by these policies. Alcoholic beverages will not be served in containers larger than 16 ounces.
- There shall be a maximum limit of two alcoholic beverages sold to each guest, per purchase.
- The Adrienne Arsht Center for the Performing Arts reserves the right to eject anyone under the age of twenty one (21) who is observed to be consuming alcohol on the premises, or who appears to be visibly intoxicated or who is consuming illegal substances on the premises. In such events, The Adrienne Arsht Center reserves the right to report such guests to the Miami-Dade County Police.

## **INTOXICATED GUESTS**

The Adrienne Arsht Center for the Performing Arts reserves the right to deny entry to intoxicated guests. Any intoxicated guests causing a disturbance during an event, or any guests consuming illegal substances will be asked to leave the premises and may be subject to arrest.

## **DISTURBANCES**

All guests must maintain reasonable and appropriate behavior at all times. Guests using offensive language or engaging in disorderly, disruptive or illegal conduct or refusing to comply with a policy or a directive issued by the Adrienne Arsht Center's personnel, may be ejected from the facility and may be subject to arrest. Ejected guests will not receive a refund for their tickets or be compensated in any way for their loss. Disturbances include, but are not limited to, the following:

- Standing on chairs
- Sitting on railings
- Running inside of the premises
- Intoxicated, disruptive, illegal and/or disorderly conduct
- Fighting or challenging others to fight
- "Mooning" or exposing private body parts
- Violation of The Adrienne Arsht Center's event policies
- Violation of the local, state, and federal laws and statutes
- Igniting and display of flames, i.e. lighters / matches, in the theater
- Attempting to enter or access the stage or any other restricted area without permission
- Throwing, discharging, or launching any liquid or other substance or item
- Disturbing another guest, employee, volunteer or a performer with loud and unreasonable noise or belligerent behavior
- Using profanity and/or offensive words on the premises
- Causing any damage to the property of others or to the premises

## **WEAPONS PROHIBITED**

Guests are prohibited from bringing weapons onto the premises. The Adrienne Arsht Center does not provide weapon lockers. Weapons may not be checked in by any staff or security personnel.

Guests found in possession of weapons will be asked to immediately remove the item from the premises.

Guests who refuse to comply with such a request will be removed from the premises. The Adrienne Arsht Center reserves the right to report such guests to the Miami-Dade County Police.

## **DRESS CODE**

The Adrienne Arsht Center's for the Performing Arts management reserves the right to deny entry to guests wearing clothing items displaying offensive text and/or images. Guests are also prohibited from being barefooted while walking inside and/or outside on the premises. Also any guest with attire that may be perceived by law enforcement or security personnel to be gang attire or gang affiliated may be denied entry.

## **CONDUCT POLICY**

The following list includes, but is not limited to, actions, behavior and/or causes that will entitle the Adrienne Arsht Center to remove a person from the premises and as with all policies they are subject to change at our discretion. The Adrienne Arsht Center's management reserves the right to add, modify, or delete the following with or without notice:

- No animals are allowed except seeing/hearing dogs.
- Failure to move from a seat for which a guest doesn't possess a valid ticket for, on ticketed events.
- Public intoxication.
- Possession and/or use of illegal drugs.
- Throwing any object as a projectile, spitting, or the use of laser pointers.
- Fighting or threats to fight or other belligerent conduct.
- Verbal threats of violence towards staff, artist, vendors, or other guests.
- Offensive or profane language and/or lewd, disruptive, or disturbing conduct.
- Bringing outside food or drink into the premises.
- Sale, attempted use, or possession of fraudulent, invalid or stolen tickets on the premises.
- Smoking anywhere inside the buildings.
- Destruction, vandalism, theft and/or abuse of the property of others or the property or premises of the Adrienne Arsht Center.
- Repeated refusal to cooperate with security, staff or public safety officials.
- Unsafe, uncontrolled, and/or belligerent behavior making it unsafe or disturbing for the enjoyment of others.
- Conduct endangering one's own safety and health.
- Taking videos, photographs or audio recordings.
- Entering without a valid ticket or credentials.
- Unauthorized violation of limited or restricted access areas such as stages, sound mix positions, pit seating area, and backstage and any other restricted area of the premises.
- Illegal, immoral or vulgar behavior.
- Alcohol intoxication with disruptive or unsafe behavior.
- Possession and/or use of any weapons.

## **LOST AND FOUND**

Any items found during and immediately after the performance will be turned in to the House Manager. Unclaimed items will be given to security and/or the Miami-Dade County Police. The security office is located in the Ziff Ballet Opera House entrance at 14<sup>th</sup> Street and NE 2<sup>nd</sup> Avenue. The telephone number for security is 786.468.2081.