

# Standard Operating Procedures

The Board of Directors of the Uwharrie Players, Inc. has agreed to a set of policies and procedures to minimize controversy and avoid financial loss. This document may serve as a corporate 'memory' of resolutions to problems. It may be modified at any time by action of the Board of Directors.

## Section I – Tickets

1. Dues paying members of the Uwharrie Players may purchase one production ticket (or season ticket) and attend as many performances as they wish. Complimentary and/or discounted tickets may not be used in this manner.
2. Prices for children or student tickets apply to persons only of high school age and lower. Those age 21 and under are eligible for student ticket prices. Persons over 60 years of age are entitled to senior citizen's rate.
3. For each production season, a Season Ticket will be offered at a price to be determined by the Board. This ticket will include a one-time use pass for each of the full play productions of the UP season (usually three plays). Season Tickets do not include admission to radio shows or other special events. Season Tickets purchased and used by a dues-paying UP member are eligible for the multiple show pass benefit described in ticket policy #1.
4. Tax deductible donations may be received by the UP. Contributions may be made at various levels to be determined by the Board. Season Tickets are distributed to each contributor (number of tickets dependent upon the level of the contribution and contribution levels are determined by the Board). Contributors may opt not to receive tickets with their contribution. A tax letter will be sent to each contributor for documentation of their contribution. (The cash value of any Season Tickets will be deducted from the amount of the contribution to reflect a tax deduction eligible total.) Contributors retain all rights of membership in the UP organization.
5. One complimentary ticket will be given to each unpaid cast and crew member of UP productions (as determined by the board chairman).

## Section II – Productions and Operations Protocol

1. When scripts and scores are rented by the Uwharrie Players, cast members must make a deposit in order to receive these materials. This deposit will be refunded when the materials are returned in usable condition. The board chairperson will work with the production's staff to ensure that this policy is carried out. When scripts are purchased by the Uwharrie Players, cast members may keep their scripts.
2. When minors are involved in a production cast, information will be sent home to their parents explaining that the Uwharrie Players may have parties involving alcoholic beverages but that minors will

not be permitted to partake. Any minor who refuses to follow this regulation will be asked to leave the party. (See Memorandum of Understanding in the Documents section)

3. In an effort to promote professionalism and enhance audience experience, the Uwharrie Players Board of Directors requires cast and crew to remain backstage once the house has opened for any performance and remain backstage until after the final curtain unless otherwise requested by production directors.
4. Uwharrie Players discourages the use of explicit language or dialogue that is not in keeping with community standards insofar as this standard falls within our legal rights under the production agreements. This policy will be included in production staff contracts to be sure that they are aware of this expectation.
5. Programs distributed to patrons during UP Productions MUST include the following:
  - Name of the play and information as specified by the licensing agency for that play such as author, music producer, etc.
  - Any funding donated for the support of the production must be recognized unless requested by the contributor to remain anonymous.
  - Paid advertisements must be present in the program during the season the advertisement was purchased.
  - Acknowledgement and biography information of the Director, Musical Director, Choreographer, musical ensemble, all other contracted members of the production team.
6. Programs SHOULD include the following:
  - Acknowledgement and biography information of all cast, crew and production staff not listed above.
  - Recognition of all current Hall Of Fame members.
  - Special thanks for any contributions or donations used in the production.
  - Director's notes.
  - Important information about the production such as setting, musical synopsis, etc.
  - Annual contributors should be recognized by level of contribution.

If space allows the following may appear in a program for a production:

- Promotion of upcoming UP activities – plays, special events, etc.
- Recognition of the UP Board

- UP History, Past Presidents and Chairmen of the Board

7. Items to be included on Posters for Advertisement of Productions

- Name of sponsor – if applicable (i. e. Grass Roots grants, etc.)
- Name of organization – Uwharrie Players
- Legal statements as required by licensing agencies (placement of names and size of print is specified in some contracts).
- Name of Director, Musical Director, and any others as state in production staff contracts
- Dates and venue of production
- Cost of tickets and availability
- If the UP logo is to be used it should be the official format

8. Play Selection -- The play selection committee will consist of 9 members involving 3 board members and 6 general members. Members are placed for 3 year terms according to established Board policy.

Membership of the play selection committee shall be comprised as follows:

- a) One newly elected board member is placed on the play selection committee each fall. This person shall serve a 3 year term. The second year of their term, they shall serve as vice-chair of the committee and the third year of their term they shall serve as committee chair.
  - b) Each fall during elections, two general members are nominated and elected to the committee serving a 3 year term. If at any point one of the general members becomes an officer/board member they still retain their membership on the committee. If they should become the designated board member to the committee, the "open" position could be filled by electing/appointing another member to complete the open term. The Board of Directors may elect/appoint another general member to complete the unexpired term.
  - c) The committee shall meet on a regular basis throughout the year. Members would be encouraged to attend performances of area theater groups. Each committee member would be provided a "notebook" with synopsis pages previously filled out by other committee members and kept on file. These would be passed on to new committee members. The president shall be responsible for maintaining notebooks as members cycle on and off the committee.
- Duties of the chairman –
    - a. The chairman shall schedule a sufficient number of meetings to allow for adequate review of possible shows.

- b. The chairman shall obtain or cause to be obtained script materials, perusal copies and information about the rights and fees for possible shows.
  - c. The committee chair shall assign play scripts to other committee members to have them review.
  - d. Contact or request others to contact and evaluate additional considerations for shows (i. e. costumes, musician/orchestra needs,) that may affect show costs or production plans.
  - e. Chair shall insure that the shows submitted at general membership meeting are considered in committee deliberations.
  - f. The chairman shall create or ask someone else to develop the presentation documentation detailing the specifications of each show appearing on the ballot.
- Duties of the committee members –
    - a. Committee members are expected to make every effort to attend (in person) all committee meetings during the deliberation process.
    - b. Committee members are expected to read and report on a number of plays during the review process.
    - c. When presenting plays for voting consideration at the general membership meeting, information regarding each show submitted should include the following:
      - § Cast size and demographic breakdown (gender, age, etc.)
      - § Costume and set requirements
      - § Cost of rights
      - § Musical requirements (voice ranges, instrumentation, orchestra needs, etc.)
      - § Any other special considerations

This information will be presented in writing to all membership as well as presented verbally at the general membership meeting.

- The President shall be responsible for the distribution of show ballot materials to general membership in a timely manner prior to the voting meeting allowing adequate time for the return of absentee ballots.

### Section III – House Management and Crisis Management Protocol

1. During a production, seats will only be reserved for groups of 15 or more. This policy applies to members of the Uwharrie Players and cast members as well as to the general public. Reservations will be arranged through the ticket agent and then communicated to and enforced by the house manager.
2. Patrons with special needs may be seated early at the discretion of the house manager.
3. During productions, doors to the theater will be closed until 30 minutes prior to opening curtain and no one, including family and friends of the cast members, will be allowed admittance before that time without the approval of the house manager.
4. The kitchen door and stage doors will remain locked and closed during productions (Agri-Civic Center).
5. A House Manager shall be assigned to each UP performance by either the Production Manager (or designee) of that production or the UP President. The duties of the House manager are as follows:
  - Arrive at the location of the production one hour prior to the scheduled beginning of the production.
  - Set up lobby, secure theater doors, and greet patrons prior to the opening of the theater proper doors.
  - Assist with recruitment of ticket takers for each production with the assistance of the Production Manager (or designee) of that production or the UP President.
  - Orient ticket takers to the ticket procedures for accurate accounting of attendees of the production.
  - Distribute programs to the theater entrances and orient ticket takers to program distribution procedures.
  - Coordinate with production Stage Manager for timing of opening of theater doors (30 minutes prior to show start) and timing of intermissions.
  - Close theater doors as show begins.
  - Open theater doors at intermission and end of show.
  - Manage lighting in hallways of theater for safety of patrons.
  - Monitor theater area during performances for compliance with theater rules – i.e. photography, disruptive noise, location policies with reference to food, and help maintain general theater etiquette.
  - Serve as an ambassador for the UP organization to the public.
  - Assist with preparation of the theater for next performance at the end of the show.

6. Crisis Management Protocol-- The Board of Directors shall assign a person(s) to be the "Person in Charge" for every production. This person's function will be to facilitate the management of a crisis situation should one occur. The Person in Charge should be someone without prevailing functions already in place at the production, such as an actor, crewperson or stage manager. A house manager or production manager may serve or co-serve. When possible, a member of the Board of Directors shall serve in this position. The primary focus for this person will be the safety, health and well-being of all persons in the production venue at all times.
- a) Crisis situations which may occur might include, but are not limited to: power failure; serious illness or injury of someone within the venue (requiring medical attention); fire; inclement weather and/or structural damage to the venue which renders it unsafe or unusable.
  - b) In the event of an emergency or crisis situation which occurs immediately before, during or immediately following any production or Players' event, the following procedures should be observed:
    - The Person in Charge shall, with the cooperation of the stage manager and other production staff, determine if the production must be interrupted or delayed.
    - They will also determine the duration of the interruption or delay, the proper procedure to follow for restarting the production and whether or not to cancel or cease the production altogether.
    - They will keep the audience informed as appropriate. Special consideration should be given to the audience's comfort and tolerance for the interruption period, not allowing an interruption to go beyond an acceptable time frame.
  - c) The Person in Charge shall evaluate the crisis situation to ascertain if the venue should be evacuated for the safety of all present within the venue. S/he will communicate with the stage manager, house manager and other pertinent production and/or venue staff to facilitate this evacuation if necessary.
  - d) The Person in Charge shall use good judgment in determining whether assistance by law enforcement or fire and rescue personnel is warranted and will act accordingly, calling 911 if necessary.
  - e) If a determination is made by the Person in Charge, the production staff and/or the venue staff that the production cannot continue, the following procedure shall be followed:
  - f) The audience shall be notified of the decision and will be given the choice of either returning to a subsequent production of the same show or receiving a monetary refund on their tickets. Production staff and/or box office staff will assist with this process. It shall be communicated to the audience members that they are responsible for contacting a member of the production staff in order to receive their refund or return ticket and that it must be done within 24 hours of the cancellation. It shall be understood that if the production to be canceled is the final one in the run of a particular show, a refund will be the only recourse for audience members. Return tickets will not be transferable between separate productions, even within the same season. Season ticket holders shall receive a prorated refund that covers the cost of the single

production's ticket price. Refunds or return tickets will only be offered for productions that have been cancelled outright and not for those that have been temporarily interrupted and restarted.

#### Section IV – Materials Usage

1. All requests to borrow Uwharrie Players equipment (microphones, sound equipment, set materials, costumes, etc.) must be approved by the Board of Directors.
2. Anyone borrowing items must complete the rental agreement and application forms (see documents – Uwharrie Players' Rental Agreement and Uwharrie Players' Rental Application).
3. When items of significant value are loaned, the Board should consult with an authority on the item(s) in question to determine an appropriate replacement value for the item.
4. Anyone wanting access to Uwharrie Players' costumes or props must go through one of the people on a designated U.P. Costume and Props Committee or others as determined by the committee. This committee will consist of the organization's Board Chairperson, President and Facilities Coordinator, as well as Edna Lipe-Harkey and Patti Furr. Only these people (or others as determined by the committee in specific instances) will have knowledge of the access code to the Agri-Civic Center storage room's lock box. This access code will be changed each time there is a change of organization officers or at other times as the committee may determine it is needed.
5. In any costume rental, rental application form will be completed detailing all items borrowed. As long as the costumes are located at the Agri-Civic Center, the Center Director will keep a list of the names and phone numbers of costume committee members and will refer all requests for costumes to someone on that list.
6. Any member of the Uwharrie Players may borrow costumes by making a deposit per items as determined by the committee. This deposit will be refunded upon the safe return of all borrowed items. This action must take place through a person on the Costume/Prop Committee.
7. Anyone outside the membership of the Uwharrie Players may rent costumes at a rate determined by the committee. The Board of Directors must approve any waiver of this charge for non-members. A member of the Costume/Prop Committee must be consulted for all such transactions.
8. Anyone taking costumes from the Uwharrie Players' costume/prop room for any purpose other than a Uwharrie Players sponsored event will sign a form stating that they are responsible for the safe return of all items. The designated Costume Prop Committee member will be responsible for getting this form signed.

#### Section V – General Member Policies

1. Lending Video Library Policy -- A lending video library will be maintained at the UP McCain Clubhouse Building on 546 E. Main Street, Albemarle, NC 28001. Supervision of this library will be the responsibility of the UP Archives Committee.

- Lending procedures will be managed by a sub-committee of the Board of Directors, the Lending Video Library Committee, which shall consist of the current UP videographer, a video archivist a bookkeeper, and the Chair of the UP Archives Committee.
  - The library will contain various videos of UP shows and special events. Videos for the library will be purchased with UP funds.
  - Any current member of the UP may check out a video by contacting one of the members of the Lending Video Library sub-committee. Each borrower will be allotted fourteen days to view the video on loan. Late returns may affect the ability to check out additional items.
  - Members responsible for the damage of a borrowed video will be charged a fee to be determined by the Lending Committee that will be used to replace the damaged video.
  - Members may purchase personal copies of videos by contacting the videographer.
2. Uwharrie Players Hall of Fame – A Hall of Fame shall be instituted to generate interest and pride in long service to the Uwharrie Players and to recognize this service.
- *Eligibility & minimum criteria for being on the ballot* – Those who have at least 5 years active service with the Uwharrie Players, and have made significant contributions to the Players on-stage and/or behind the scenes are eligible to be considered for the Hall of Fame.
  - *List of Nominations* - Each year, prior to the annual UP awards banquet, the current members of the UP Hall of Fame will, by consensus, update the UP Hall of Fame nominations list. Any current UP member who meets the minimum criteria and is deemed deserving by the current Hall of Fame members, may be added to the list of nominees. Once someone is put on the Hall of Fame list of nominees, that person remains on the list as long as that person remains active (i.e. maintains active paid membership) in the organization. A person may be removed from the list of nominees if he/she goes at least 3 consecutive years without maintaining paid membership in the Uwharrie Players. Deceased persons on the list of Hall of Fame nominees will remain on the list unless they are elected into the Hall of Fame.
  - *Who can vote* -- Current members age 12 and older may vote for proposed Hall of Fame inductees. Others who may vote: contributors at the level determined by the Board; former members who are living and still on the nominated Hall of Fame list.
  - *Selection Process* - Ballots containing a list of nominees and their credentials will be sent to all eligible voters. Voters may vote for up to 5 nominees (fewer if they so choose). To be elected to the Hall of Fame, a person must be selected on 75% of all returned ballots.
  - *Who Counts Votes* -- The incoming Uwharrie Players President shall ask two current members of the UP Hall of Fame to count the ballots.

- *Recognition* - Those elected to the Uwharrie Players Hall of Fame will be announced and recognized at the annual awards banquet. Inductees will also receive a plaque, special notation in that season's production programs and a lifetime membership in the Uwharrie Players.
- *Veterans Committee* - A special Hall of Fame Veterans Committee will be formed each year ending in 0 and each year ending in 5. This committee will be made up of all living Hall of Fame membership. The function of this committee will be to look at all members of the Uwharrie Players, past and present, living and deceased, and determine by consensus if any one person should be placed into the Hall of Fame by said committee. While this special committee will have the authority to place one person in the UP Hall of Fame every five years, it is not required to do so each time. The decisions reached by this committee will not require Board approval.

Uwharrie Players Rental Agreement

1. Lessee will not permit the item to be used by any other person without the express consent of the Lessor.
2. Upon the termination of this agreement, Lessee will promptly return item and all pertinent accessories to Lessor at a time and place determined by the Lessor. This will be determined prior to the delivery of the item.
3. Lessee agrees to return all items to the Lessor in the same condition in which such item was received and in clean, working condition. All items lost or damaged beyond repair shall be paid for at the regular replacement price by the Lessee. All damaged items which may be repaired will be repaired by the Lessor, and the cost of such repairs shall be paid by the Lessee.
4. Lessee shall provide a security deposit in the form of a check or cash for one-half the amount of the lease agreement. Balance of the lease agreement payable immediately upon return of item.
5. Rental fees are determined by the Lessor and are non-negotiable. Rental fees accrue from the time item is received by Lessee to the time it is checked in at the Lessor's premises.
6. Lessee shall use the item in a careful and safe manner and shall comply with all laws relating to its possession or use. Lessee agrees that the item shall be used only by persons competent in the operation thereof, and further agrees that he is solely responsible for providing competent operators.
7. Lessee will not retain item beyond its return date without prior notice to and consent of Lessor.
8. Item is inspected by Lessor prior to delivery and deemed to be in good condition and repair. Lessee shall immediately inspect the item upon receipt. Unless the Lessee, within 24 hours of receipt, gives written notice to Lessor of any defect in the item, Lessee agrees that it shall be conclusively presumed, as between Lessor and Lessee, that Lessee has fully inspected and acknowledged that the item is in good condition and repair, and that the Lessee is satisfied with and has accepted the item in such good condition and repair. Any use of the item shall be deemed acceptance of said item by Lessee.
9. Lessee hereby assumes and shall bear the entire risk of loss and damage to the item from any and every cause. No loss or damage to the item or any part thereof shall impair any obligation of the Lessee under this Agreement which shall continue in full force and effect.

By signing this Agreement the Lessee agrees to all terms of the Rental Agreement listed above:  
It shall not be amended, altered, or changed except by a written agreement signed by both parties.  
No condition of this Agreement may be waived except by the written consent of the Lessor.

LESSEE:

LESSOR:

\_\_\_\_\_ (print)

\_\_\_\_\_ (print)

\_\_\_\_\_ (sign)

\_\_\_\_\_ (sign)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ (date)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ (date)

Uwharrie Players Rental Application

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

ITEM(S) REQUESTED AND REPLACEMENT COST:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RENTAL FEES:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DELIVERY DATE: \_\_\_\_\_

RETURN DATE: \_\_\_\_\_

TOTAL AMOUNT DUE: \_\_\_\_\_

Please initial all statements that you, the lessee, agree to accept.

\_\_\_\_\_ I, the lessee, agree to pay all fees incurred with retrieving rental item not returned.

\_\_\_\_\_ If any item should happen to be lost or broken, I, the lessee, agree to pay the repair or replacement cost of it.

\_\_\_\_\_ I, the lessee, have read and understand all the terms of the attached rental agreement and will abide by all the terms therein.

*UP Rental agreement -- 9/2011*