



Policies and Procedures

Attachment A

-- Updated 12/16/2021 --

Welcome to The Den Theatre

Thank you for choosing to produce your show in our space. Please look over our policies and procedures, to ensure that your load-in, tech, run, and strike go as smoothly as possible. We highly recommend that the entire production team look at these standards and familiarize themselves with the rules and expectations while working at The Den. It is also important for a representative from your team or company to relay your contracted times in the space to avoid confusion. On behalf of the entire Den Theatre staff, welcome!

Den Operations and Facilities

Hours & Schedule

- The Den's business hours are Monday-Sunday, 10:00 am-11:00 pm. Office hours for Den staff members, including Productions Manager, Technical Supervisor, and Audience Services Manager, change week to week. Always schedule an appointment with any staff member who you know in advance you need to meet.
- ANY changes to your contracted load-in and tech times must be approved by The Den's Productions Manager and should be communicated as early in your planning process as possible. This includes communicating any contracted time you do not plan on using.
- The Den cannot guarantee access to the building outside of your contracted time. If additional time is not requested and approved in advance, your team should anticipate exiting the building by 11:00 pm each night.

Box Office & Front of House

- The Den Theatre offers a full service box office, located on the first floor in the main lobby. The box office's hours of operation are Thursday-Sunday, 12:00-5:00 pm and two hours prior to show time.
- Stage management must check in with the box office upon arrival and pick up a radio and headset for communication with Front of House and Box Office personnel.
- Producers are responsible for providing content disclaimers (as needed) prior to the first public performance.

The Lobbies

- We encourage the use of our lobby areas during down time, however please clean up after yourself and be respectful of the other spaces near you that may be in the middle of a performance or rehearsal. Noise travels!

- Lobby/bar furniture is there to create a comfortable atmosphere for renters and patrons. It is NOT for rehearsal or performance use and cannot be removed, even temporarily.
- If you would like to include a display in the lobby for your show (headshots, dramaturgy, etc), its location must be pre-approved by The Den staff. Please contact the Productions Manager before hanging or installing any material. If lobby displays cause damage such as paint peeling or holes in the wall, the producing company will be responsible for covering the cost of repair.
- If you wish to rearrange or modify anything in the lobby, this also requires pre-approval from The Den staff. Please make these requests a few days prior to your first paid performance so that we can oversee these efforts (if approved).

Bars & Alcohol

- Haven Lounge (first floor) is open seven nights per week, with the exception of holidays or scheduled/unexpected maintenance. The Upstairs Mainstage Bar (second floor) is opened at the discretion of the bar managers. The Den does NOT guarantee that the Upstairs Mainstage Bar will be open during the run of any one show, unless the volume of patrons requires it.
- Due to liquor license regulations, outside alcohol is **NOT** allowed under any circumstances. Please review language in your contract regarding fines associated with the discovery of outside alcohol. The Den takes this very seriously and asks that you do too.
- Drinks and concessions paid for at a Den bar are allowed in the theaters.

Laundry

- The Den's washer and dryer, located in the basement, are available for use upon request. Producers must get approval from the Productions Manager, who will then assign a day and time for your team to handle laundry. Please note we cannot guarantee availability of the laundry facilities, particularly on your preferred day/time, due to the volume of requests. The cost of use for non-resident companies is \$25/week. If you would like to use our laundry facilities, please make this request with the Productions Manager prior to your load-in.
- You are responsible for providing all of your own laundry supplies: detergent, dryer sheets, spot cleaner, laundry baskets, etc. These items may be stored in the basement but The Den is not responsible if you discover other companies have used your supplies.

Trash

- You are responsible for taking trash to the trash bins or dumpster in the alley on a regular basis. A **fine of \$50 per week** will be issued if trash in the theater space is overflowing and/or not removed at a minimum of once per week.
 - Trash policies not only include your rented theatre space but any dressing room or bathroom areas associated with your space.
 - Please be particularly aware of food or drink items that might attract unwanted visitors. All food/food props must be in sealed containers and/or thrown away on a regular basis.
 - There is a lock on the dumpster to prevent non-Den renters from using it. Please ask a bar manager or the Technical Supervisor for assistance unlocking it.

- The dumpster and trash bin lids must close completely at all times. Trash left next to or on top of the dumpster or trash bins will also be subject to fines.
- The Den is not responsible for cleaning the seating areas. Please clear the risers of any programs or concession trash left behind by your patrons.
- Large trash items must be disposed of off-site. The Den does not have dumpsters that can support large items such as excess lumber following load-in. The producing company may be fined for excessive trash disposal.

Multi-Use Aspect

- There is the possibility that your space may be used for rehearsals, auditions, readings, or other events on off-nights during the run of your show. The Den Theatre does its best to schedule events that will not interfere with your set. We use our best judgement to determine if a set is not conducive to outside events, but it is The Den's decision to make.
- The Productions Manager will let you know at least 24 hours in advance if your licensed space will be used for an off-night event. Please make sure stage management or company personnel clears the stage as much as possible when requested in these instances.
 - Your lighting designer is required to build a "general wash" that can be controlled by a submaster on the board. If there are any issues or concerns please contact the Technical Supervisor immediately.
 - The sound system may also be used for off-night events. Make sure your sound designer and/or stage manager takes proper measures to ensure the programming for your show is not affected or talk to the Technical Supervisor if there are specific concerns.
 - We do not recommend leaving valuables at the theatre overnight. The Den is not responsible for any lost or stolen property.
- If you find that something is missing or has been tampered with, please alert The Den staff as soon as possible so we can take proper action.
- Theaters and dressing rooms should remain locked when not in use.

Media & Advertising

Renter Responsibilities

- The producing company is responsible for providing The Den with digital media one month prior to your load-in date in order to include your event or production on our website.
- If the producing company would like to advertise a show poster at The Den, the producer is responsible for providing The Den with one **11x17** poster prior to the first public performance.

Digital Media and Signage

- All **productions** are entitled to one poster in the Marquee, installed by The Den staff within three days of receipt of the poster. Single night or short-run event posters are subject to availability.

- All **productions** are guaranteed a 1/3 TV “card” on the Upstairs Mainstage Bar TV within three days of receipt of the digital image. Single night or short-run event posters are not provided space on the Upstairs Mainstage Bar TV.

Website

- All ticketed productions will have one “card” on the website linking patrons to ticket sales
- All non-ticketed productions or events may have one “card” on the website linking patrons to more information (e.g. a Facebook event, producer’s website, etc.) if the producer would like the event included.

Social Media

- Productions and events will receive at least one social media post across The Den’s platforms (Facebook and Instagram) promoting the run of the show prior to the first paid performance. Additional posts are at the discretion of The Den staff.

Window Poster Slots

- Productions are guaranteed one poster slot in the first floor windows facing Milwaukee Ave. for the duration of their production’s run.
- The Den staff is responsible for hanging posters; please turn in posters to the box office and we will install them at our earliest convenience (within 48 hours of receipt).
- Do NOT take the liberty of hanging more than one of your posters in the window poster slots, even if you see a second one available.
- Single night or short-run events are not guaranteed a window poster slot.
- **IMPORTANT NOTE:** The Den has plans to renovate the facade of the building, including replacing the current windows. This will eliminate the feature of posters slots on the windows. The exact timeline is TBD, but will likely occur during the 2021-2022 season.

Interior Doors and Walls

- Producing companies are responsible for hanging your show poster within the designated frame on the entry door to your theatre.
- Nothing may be posted on or around the entry doors other than in the designated frame without permission. This includes signage promoting a Jeff recommendation, content warnings, or an understudy notice. The intention here is to keep all spaces at The Den looking tidy and professional; we encourage promotion and written communication with consultation on how to do so in a way that supports The Den’s desire to present itself as a professional theatre venue.
- Producers may not post promotional material on any interior or exterior wall at The Den except within designated areas, which include: cork board across from the Upstairs Mainstage Bar bathrooms and the postcard tables on the first and second floor.

General Disclaimer

- The Den Theatre reserves the right to remove any media or advertising that is hung without approval.

The Theaters

Seating

- Each space has a designated number of audience seats available. If you plan to seat less than capacity, you are responsible for moving chairs out of the space and finding a proper place to store them during the run of your show. The basement may be an option, but you must coordinate with the Technical Supervisor and return them to the theatre when you load-out.
 - The Heath Mainstage: 302
 - The Bookspan: 99
 - Upstairs Mainstage: 80
 - Theatre 2A: 45
 - Theatre 2B: 65
- The Bookspan, Theatre 2B, and Theatre 2A have flexible seating arrangements. If you are using one of those spaces, please discuss your seating arrangement plans with The Den's Technical Supervisor in advance of load-in.
- In each flexible seating space, the risers will be completely disassembled at the time you load-in, unless other arrangements are made (e.g. the company loading out before you used the same seating arrangement that you plan to execute). The producing company is responsible for installing the risers AND disassembling them at strike, unless instructed otherwise.
- All seating risers must be installed in a way that passes proper safety and ADA protocols.
- Any riser configuration with a rise higher than 8" requires a step to the next row (steps are included in the inventory) and must either have a row of chairs directly in front of each row or a railing across the front edge of it. Example: if you do not have a row of chairs on the floor, the first riser row must have an 8" rise or you must install a safety railing along the front edge. The riser legs provided by the Den work well with an 8" or a 6" step increment, though a 6" increment may cause sight line issues. Please note that all rows must increase by the same rise height, i.e. you cannot have row one to two rise at 8" and row two to three rise at 6".
- There is a set riser equipment inventory for each space. If your scenic designer designs a configuration that exceeds the inventory list, the burden to resolve that issue is on the producing company, NOT The Den.

Floors

- Every theater floor is a hardwood floor covered by sheets of Masonite painted black.
- Floors must be restored to black at the end of the run of a show, and must be in good condition for the next company. Even if you did not paint a treatment on the floor, scuff marks from the set, the performance, or load-out will likely require you to repaint the floor black. Paint for this should be purchased through the Tech Supervisor; you may not use your own paint when restoring the floor.
- You may secure scenery to the floor using regular screws. Excessive screwing, overly large screws, brads, and lag bolts are prohibited.
 - If you have questions about screwing into the floor, please ask the Technical Supervisor.
 - Repair costs will be forwarded to the producing company in the form of a fine.

Electricity

- The Den is a lovely old building that has been converted to a performance venue, and the distribution of power is specific to each individual space. Please be very conscientious about how you run power.
 - It is important that you hire people who are experienced with theatrical lighting to execute your light plot..
 - If you have questions about the electricity in your particular space, please contact The Den's Technical Supervisor.
- Lighting Designers and Master Electricians: do your math. Do not overload the dimmer packs. If you have questions about adding additional dimmers (that you are renting from outside resources), please check with the Technical Supervisor first to make sure there is enough power in the space to support it.
- In Theatre 2A, 2B, and the Upstairs Mainstage, lighting and sound power should be plugged into the quad boxes installed on the ceiling. All of our grids have their own dedicated circuits that run through these outlets. Running lighting, sound, or effects from any other outlet can cause a fuse to blow. Do not run any equipment to the wall outlets.
- Should additional equipment require the use of extension cords, you must use a minimum of 12 gauge (heavy duty), 3 prong extension cords. Orange extension cords are not permitted.

Wi-Fi

- The Den provides Wi-Fi through the Den Theatre Public or Haven Lounge networks. Strong Wi-Fi signal is not guaranteed. If your production is reliant on internet connectivity, we recommend using a hotspot device to better guarantee connectivity within the rented space.

Design and Tech

General

- Scenic ground plans must be sent to The Den's Technical Supervisor no later than two (2) weeks prior to load-in for approval. Ground plans should be sent in a PDF format.
- Designer walk-throughs are highly encouraged prior to load-in, especially if anyone on the design team is new to The Den or a particular theater space. Please contact the Technical Supervisor if you would like to schedule a walk-through. Please make sure your team understands that these walk-throughs must be scheduled in advance. Box office and bar employees are not authorized to open a space for anyone. If a designer were to "pop by" they are not guaranteed access.
- Each theater's ground plans, equipment inventories, and load-in/strike paperwork are available to you at any time. Contact The Den's Productions Manager if you need them.
- A safety check must be scheduled with the Technical Supervisor prior to the first paid performance. If the safety check is not passed, The Den reserves the right to cancel performances until the issue(s) have been resolved.

Load-In

- Please communicate your load-in schedule with the Technical Supervisor prior to load-in day. You can also use this time to ask any logistical questions and confirm that you will have everything you need in your space the day you arrive.
- Check-in with the Technical Supervisor upon arrival on load-in day. The Technical Supervisor will lead a walk-through of the space to ensure all inventory is present and the space is in good condition. The person responsible for completing the walk-through and signing load-in paperwork must do so before any work in the space begins.
- The Technical Supervisor is not available 24/7. Utilize the time they are available as best as possible to ask tech-related questions and get as much information as you need. If you know there are specific days or hours that you need to consult the Technical Supervisor, please make those requests in advance. We cannot guarantee all requests will be met.
- The best way to load-in is through the alley doors, where the freight elevator is located.
 - Use of the freight elevator requires permission and training if you have not used it before.
 - All items should be built to fit through a standard door frame.
 - The Den is not responsible for any ticketing or towing that results from leaving a rented or personal vehicle unattended while loading in at The Den. If you park in front of The Den on Milwaukee Ave., please know the meter readers are very good at their jobs.
 - Vehicles can park in the alley while unloading, but should never be left completely unattended. You **MUST** leave the hazard lights on to avoid a ticket.
 - Please be courteous, efficient, and attentive when loading in through the alley. Our neighbors also need regular access in and out of the alley.
 - Please do not leave back doors open and unattended for any length of time. This is both a security and pest-control issue.
 - Do **NOT** park in the Jewel parking lot while working at The Den. You will be towed.
- Use of power tools or excessive noise in the alley is limited to the hours of 10:00 am-8:00 pm.

Equipment

- Please treat all equipment in the space as if it were your own. We aim to provide equipment in good working order and we rely on you to help us maintain its quality.
- If equipment breaks, please alert the Technical Supervisor as soon as possible so we can fix it in a timely fashion.
- The lighting and sound equipment provided is specific to each space and should not be removed or used in another space unless The Den staff has given approval.
- Spare lamps are available within reason. If lamp usage becomes excessive, the producing company will be charged per lamp.
- Gaff tape, tie line, and black paint are available for purchase either through the Technical Supervisor or through the box office (during box office hours).
- Ladders are assigned to each space. If your team requires additional ladders, they can be requested from the Technical Supervisor or another Den staff member. Do not enter another space and help yourself to a ladder.
- The Den does not provide an iron, ironing board, or any other wardrobe maintenance materials.

- Each space has a trash can in the backstage area. The company is responsible for emptying it. Bags can be provided or you can request one from personnel working behind the bar.
- Each space has a push broom and dust pan. Mops and mop buckets are stored in slop sink areas. Companies are welcome to use the mop and mop bucket, but they must be returned promptly after use and the water emptied.

Hanging & Mounting

- Anything hung from the ceiling must be hung from the unistrut or the pipe grid using proper hardware and safety cable. Screwing into the ceiling is NOT permitted.
- Do not hang anything overly heavy from the unistrut. Rigging a large scenic element from the unistrut, which is also holding the weight of lighting fixtures and sound equipment, is not safe.
- If you screw something into the wall, you also should not rely on the wall itself to support the weight. Small screws are allowed in the walls, however any style of mounting that would leave large holes or otherwise damage the walls significantly is not allowed.

Theatrical Weapons and Effects

- If you plan to use any stage weapon, please make The Den staff aware prior to bringing it/them into the building. This includes but is not limited to: prop guns, knives, swords, any style stabbing instrument, crossbows, or a noose. Proper safety precautions must always be taken with any potentially harmful prop used in a show.
- No real guns are allowed at The Den Theatre. This includes a real gun with blanks.
- Prop guns must have a designated gun handler (e.g. stage manager or assistant stage manager) who keeps it in a locked box and in their possession until the actor assigned to the prop gun is ready to use it. The locked box may remain in the theatre but if the locking mechanism requires a key, the key must stay on the gun handler's person during the license period. Any additional questions about the use of prop guns, please speak to The Den's Technical Supervisor.
- All weapons should be properly stored and secured in a separate container or closet. No weapon may be left out on a set or prop table. Any unapproved weapons that are not properly stored are subject to removal.
- Any use of open flame is strictly prohibited. This includes lighters, candles, sparklers, etc.
- If natural or synthetic particulates including but not limited to dirt, sand, gravel, water, shredded paper or confetti are integral to the design, they must receive written consent from The Den a minimum of two weeks prior to installation. **The use of glitter is prohibited.** If approved, the producing company understands that there is an additional **\$300** fee associated with the use of such material, payable at load-in. If approval is not requested or given and outside elements are implemented, the producing company will be fined **\$750**.
- If you intend to use stage blood or a splatter effect, please inform The Den in advance. Stage blood must be thoroughly cleaned off the walls, floor, ceiling, tech equipment, slop sinks, bathroom sinks, and any other property of The Den's on a *nightly* basis. If blood is not properly cleaned at strike, the producing company will be fined **\$300**.
- The use of haze must be contained to your licensed area. If your haze effect sets off a smoke alarm in the building, front of house staff or a manager on duty has the right to tell the stage

manager to call HOLD during a rehearsal or performance until the situation is resolved. Repeated issues with haze may result in The Den requiring the removal of that effect from the production.

- If you intend to include any olfactory effects in your production, the producing company must receive permission from The Den's Tech Supervisor prior to the first implementation of the effect. It is highly recommended that you ask about this at least two weeks prior to load-in.

Strike

- Everything you bring in must be taken away at the expense of the producing company. Our trash facilities will not accommodate scenic elements or large amounts of trash.
 - This includes furniture, props, costumes, paint, shipping boxes, etc.
- All lighting and sound equipment must be struck; The Den's inventory must be organized neatly on the floor or risers and any equipment rented by the producing company must be removed from the building by the last day of the license agreement.
- The whole space must be restored to its original form: floor and walls painted black, seating restored or disassembled, all production materials removed, and backstage/dressing rooms cleaned.
- Paint must be purchased from The Den through the Technical Supervisor. You may not bring in your own black paint to restore the theater.
- A company representative must sign-off on the strike paperwork with the Technical Supervisor or other appointed Den staff member before leaving the building.
 - Any issues or damage discovered during the final checkout that warrant fines will be forwarded to the producing company in the form of an invoice. The final ticket payout will not be distributed until all fines are paid.
- If you anticipate having a lot to dispose of at strike, we recommend hiring a service or renting a truck to make sure you can remove all material in a timely manner. If you are interested in a service, we recommend Red's Hauling Service.
 - Red's Hauling Service | www.redshaulingservice.com | 773-616-0979

Safety

Emergency Exits and Pathways

- There is an Emergency Procedures packet in the booth of each space. Please familiarize yourself with these procedures and make sure your stage management team does as well.
- EXIT signs must be clearly illuminated and visible to the audience. Scenery may NOT obstruct the visibility of the required number of EXIT signs in the theater and you may not relocate or bring your own EXIT sign to accommodate your design. You are responsible for making sure your set designer and technical director/lead carpenter are aware of their permanent locations.
 - Theaters 2A requires one illuminated EXIT sign.
 - Theatre 2B, Upstairs Mainstage, and The Bookspan require two illuminated EXIT signs.
 - The Heath Mainstage requires three illuminated EXIT signs.

- Producing company cannot attach fabric, gel, cardboard, etc. to any EXIT sign in The Den Theatre. For example, there are two EXIT signs in Theatre 2A; if one is visible, that does not mean you can cover the second one with black fabric.
- Work light switches, doorways, and thermostats cannot be obstructed in any way.
- At least TWO pathways out of the theater must be kept clear at all times for emergency exits. These pathways must be 36” wide at every point in order to meet ADA guidelines.
- Backstage areas must have an unobstructed pathway a minimum of 36” wide for actors and production team members. You must remove any excessive clutter to ensure people can move quickly and safely throughout the space.

Accidents or Injury

- Familiarize your entire cast and crew with the location of the nearest fire extinguisher.
- Report any safety concerns to The Den staff as soon as possible.
- If a member of your production team or cast is injured while working at The Den Theatre, it is the responsibility of the producing company to inform The Den staff of the injury and complete an accident report for our records.

Insurance

- You must submit a certificate of insurance at least one week prior to load-in. Please email the certificate to the Productions Manager.
- If you need help with finding insurance, we recommend PIAI. (<https://paczolt.com/business-insurance/performing-arts/>).

We are here to help make your show as successful as possible. Please do not hesitate to contact us.

Thank you for producing at The Den Theatre!

-- The Den Theatre Staff --

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