

OPERATING RULES
Performing Arts Center



A. Safety

1. In case of injury or illness, call 911 and notify Security Services staff immediately at 949-580-1400. A first-aid kit is located in the office and AED is located in the lobby.

B. Auditorium Event Posters

1. Posters for resident events (nonclub/no ticket fee) in the auditorium may only be posted for those events in the Performing Arts Center and may be displayed a maximum of three months prior to the date of the event.
 - a. Lobby posters must be no larger than 33" x 40".
 - b. All posters must be stamped in advance by the Recreation Department.
 - c. Displaying posters is subject to space availability.
2. Club event posters must adhere to Golden Rain Foundation (GRF) poster policy.

C. Box Office/Ticketing

1. Tickets are sold to Laguna Woods Village residents only. Residents must be prepared to show their Laguna Woods Village ID when purchasing tickets.
2. Tickets purchased by credit card may be purchased only with a credit card in the resident's name who is purchasing the tickets.
3. Tickets are sold no more than 90 days prior to the scheduled event.
4. There is a limit of four free tickets or 10 paid tickets per manor for Recreation Department-coordinated events/programs.
 - a. The limit of paid tickets per manor for resident sponsored events is at the discretion of the facility supervisor.
5. No refunds are available on the day of the event for Recreation Department events. Refunds for resident/club sponsored events must be provided by the sponsor.
 - a. Refunds and/or exchanges of tickets must be done by the resident who purchased the tickets.
6. Consignment tickets for theatre events must be withdrawn before tickets go on sale and are limited to 10 percent of the total number of tickets.
 - a. Consignment tickets may not be sold in the lobby; sales are limited to the reserved facility during a scheduled meeting for that group producing/sponsoring the event.
 - b. Consignment tickets may only be sold to Laguna Woods Village residents.

7. The box office will reprint lost or misplaced tickets for the resident listed as the purchaser. In the event that two tickets are presented for seating at the same show, only the original ticket will be honored for seating at that event. The ticket marked “reprint” will not be accepted.

D. Theater

1. Scheduling
 - a. Scheduling and reservations are made through the Performing Arts Center Supervisor only.
 - b. Technicians must be scheduled a minimum of four weeks in advance of auditorium events.
2. Theater etiquette
 - a. During public performances, flash photography or video recording is not permitted.
 - b. Cell phones should be turned off (or muted) during performances.
 - c. All aisles must be kept clear at all times.
3. Staffing
 - a. Clubhouse staff/technicians must be scheduled in the theater by the resident renter anytime it is occupied.
 - b. Clubhouse technicians must operate all systems and equipment in the theater.

Note: The Recreation Department reserves the right to review and adjust the operating rules to accommodate the needs of the community. All GRF policies and procedures apply to the use of the amenities.