

Stage Stars®



Telephone. 0800 710 11 44
Fax. 0800 910 11 44



Email. team@stagestars.net
Website. www.stagestars.net

STAGE STARS

Production Operations Pack

Including Audience Admission & Conduct Policy
Applicable to All Public Performances

Version: 1.0

Adopted: 18 February 2026

Next Review: 18 February 2027

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1. Audience Admission & Conduct Policy

Stage Stars is committed to providing a safe, enjoyable and family-friendly theatre environment. This policy applies to all public performances and events.

1.1 Right of Admission

Stage Stars reserves the right to refuse entry or require a patron to leave where it is reasonable and necessary for safety, safeguarding, or operational reasons. This includes behaviour that is disruptive, unsafe, aggressive, discriminatory, or inappropriate in a children's environment.

1.2 Ticketing

Entry is permitted only with a valid ticket for the designated performance. Tickets must be presented upon request.

1.3 Alcohol & Substances

Patrons under the influence of alcohol or drugs will not be admitted. Any disorderly conduct may result in removal from the venue without refund.

1.4 Photography & Recording

To protect child safeguarding and licensing requirements, the use of professional video or audio recording equipment is prohibited. Mobile phones must be switched to silent. Filming or recording of performances may be restricted. Where recording is not permitted, this will be clearly communicated before the performance begins.

1.5 Behaviour Standards

Patrons must conduct themselves respectfully and follow instructions from Stage Stars staff, volunteers, security, and venue management. Offensive clothing, threatening behaviour, or conduct that disrupts the performance may result in removal.

1.6 Refunds

No refund will be issued where entry is refused or a patron is removed due to breach of this policy. This does not affect statutory consumer rights.

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2. Performance Day Operational Procedures

2.1 Fire & Emergency

Named Fire Marshals will be appointed for each production. All cast and volunteers will be briefed on evacuation routes and assembly points prior to the performance.

2.2 Safeguarding

The Stage Stars Safeguarding & Child Protection Policy applies at all performances. Children will remain supervised at all times backstage.

2.3 Backstage Supervision

Registers will be taken at call time and prior to departure. No child will be released except to an authorised adult.

2.4 Technical & Effects

Where smoke or haze machines are used, venue approval will be obtained and a specific risk assessment completed. Effects will not obstruct exits or compromise visibility.

2.5 Security

A licensed security professional may be present at performances where deemed necessary. Security personnel support the enforcement of admission and safeguarding procedures.

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3. Policy Control

Signed:
Scott Wieprecht
Stage Stars

Review Date: 18 February 2027