



THEATRICAL PRODUCERS LEAGUE OF LOS ANGELES/INTIMATE

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VERSION 6.30.15

STANDARDS AND BEST PRACTICES

FOR

TPLLA/INTIMATE

FULL MEMBER PRODUCERS

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THE THEATRICAL PRODUCERS LEAGUE OF LOS ANGELES/INTIMATE HAS ESTABLISHED  
THE FOLLOWING STANDARDS AND BEST PRACTICES.

A "**STANDARD**" IS MANDATORY.

A "**BEST PRACTICE**" IS ENCOURAGED (AND CAN BE VIEWED AS GOAL FOR  
IMPROVEMENT).

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**TPLLA/INTIMATE MISSION:**

**THE THEATRICAL PRODUCERS LEAGUE OF LOS ANGELES/INTIMATE** IS A TRADE ASSOCIATION  
COMPRISED OF THEATRICAL PRODUCERS WORKING WITHIN THE GREATER LOS ANGELES AREA.  
THE LEAGUE IS ENTRUSTED WITH REPRESENTING THEATRICAL PRODUCERS IN UNION  
NEGOTIATIONS, FACILITATING THE BETTERMENT OF THEATRE AND STRENGTHENING THE  
BRAND IDENTITY OF GREATER LOS ANGELES THEATRE FOR THEATRE-GOING AUDIENCES.

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## LEGAL COMPLIANCE & UNION REGULATIONS

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Producers are expected to implement practices that comply with union regulations, applicable laws and ordinances. Within the following pages some of these regulations, laws and ordinances have been specifically itemized, however Producers are expected to be familiar and abide by all applicable union regulations, laws and ordinances.

# SAFE & SANITARY WORKING CONDITIONS

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## STANDARDS

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1. A valuables lock-up for actors shall be provided at performances.
2. A first aid kit will be accessible to the stage manager and cast.
3. Producers will communicate a policy that identifies those responsible for emergencies during performances.
4. Safety cables will be affixed to all overhead theatrical fixtures and equipment.
5. The backstage area must be kept hazard free and luminous tape or adequate lighting must be used.
6. The Producer shall provide a cot, sofa or similar furniture for any performer who may become ill during a rehearsal or performance.
7. In the case of outdoor venues, indoor changing areas solely for cast and crew must be provided. Tents and other temporary structures are acceptable.
8. Raked stages may only be used with care and caution and may be prohibited by certain unions.
9. Producers shall proactively seek information from cast and crew regarding allergies or sensitivities that may be exacerbated by the use of smoke, fog, food, fabric, fragrances or any other type of irritant and shall make the necessary adjustments to protect actor health.
10. Producers should check that fire extinguishers are not out of date and that they meet fire code regulations.
11. Facilities and restrooms should be cleaned regularly. Exterminators shall be called at the sign of vermin.
12. All dressing rooms and rehearsal rooms must be heated in cold weather and properly ventilated in warm weather. Each room must be equipped with an air-conditioning system, air-cooling system, or some similar type of mechanical device to insure proper ventilation and circulation of air.

## BEST PRACTICES

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1. Enough dressing rooms to address the privacy needs of your company.
2. Enough toilets to address the privacy needs of your company.
3. Wash basins with hot and cold running water.
4. At least 30 inches of dressing table space for each actor.
5. Facilities for actors should be separate from facilities for audience, and easily accessible to the cast.
6. Dressing rooms should be large enough to avoid rotating out cast during changing times.
7. In any production that has dancers or uses rigorous physical activity or body make-up, showers should be provided that are separate from other sanitary facilities.
8. Dancing should not take place on any surface that could reasonably be deemed injurious or unsafe, or on wood or any other substance laid directly over such similar surfaces which does not provide sufficient air space (approximately 1.5 inches) between the supporting surface and the dancing surface.

9. Where a portable stage is used, the edges of all decks should be clearly visible or restraining guard rails installed.
10. Producers will bring to the attention of the responsible party any unsafe or unsanitary conditions.
11. All dressing rooms should have adequate lights and mirrors. Shelves and wardrobe hooks should be provided for costumes, shoes and props to ensure unobstructed passageways.
12. Producers can offer to help upgrade or improve aspects of a facility to bring it up to TPLLA standards.

# ARTIST EXPERIENCE

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## STANDARDS

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### Agreements

1. Producers shall execute written agreements with all personnel, including non-union. See Templates & Agreements section for samples.
2. Producers shall file in a timely manner the applicable union contracts, codes or agreements for artists who are members of theatrical unions. See Resources section for links.
3. Producers will compensate artists and personnel on-time and in the amounts and manner that was agreed.

### Professionalism

4. Producers should maintain a respectful demeanor and attitude toward artists.
5. Producers should establish and communicate realistic and clearly defined expectations.
6. Producers will provide drinking water at rehearsals and performances for actors and production staff.
7. Producers will distribute comp policies no later than 2 weeks (14 days) prior to the first performance.
8. Producers will clean costumes as needed and will return clothing borrowed from actors clean and ready to wear.
9. Producers shall prepare a rehearsal schedule that optimizes company calls with respect for the time of artists and other personnel.
10. Producers will distribute a schedule for meetings, rehearsals and performances well in advance of each.
11. Producers will hold production meetings as needed with designers and all creative team members so that a creative process is supported and so that clear deadlines and benchmarks are established and met.
12. Producers will require the stage manager to distribute clearly written reports to the appropriate personnel after each rehearsal and performance. The reports will outline the production's needs and the work that was accomplished at each rehearsal and performance.
13. Producers shall ensure the completion and filing of accident reports by appropriate personnel immediately following an incident as per your insurance policy and union requirements.

## BEST PRACTICES

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1. Producers are encouraged to provide food and beverages to artists on working days exceeding 5 hours.
2. Producers who use the personal property of artists for costumes, props or other are encouraged to provide reasonable compensation for the use of this property.

# PATRON EXPERIENCE

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## STANDARDS

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### Facility & Concessions

1. Lobbies must have seating for patrons who cannot stand.
2. Lobbies must be clean and safe.
3. There must be at least one aisle providing safe access to all audiences seats.
4. If serving consumable concessions, Producers will follow the guidelines established by the appropriate governmental agencies or department.

### House Staff

5. House staff shall be trained to seat patrons in the theater quickly, courteously, and efficiently.
6. House staff shall be dressed professionally or, if preferred, in a theme of the production.
7. House staff shall seat late patrons at an appropriate time to minimize disturbances.
8. House staff shall set aside seats in a convenient location for late patrons.
9. Houses shall not be oversold to a point of compromised safety and comfort.
10. Absent a true emergency, performances shall start within 5 minutes of announced curtain time.
11. Valet attendants must have enough information to answer patrons' basic questions.
12. Box office procedures to eliminate long lines should be in place.
13. Staff should be well versed in safety procedures for earthquake, fire, and/or other safety situations. Each theater/box office should have procedures in place to handle the most common problems so that they can be resolved quickly, courteously, and professionally. These include but are not limited to lost tickets, exchanges, late arrivals and patrons with guests in their party who have not yet arrived.

### Patrons

14. Patrons shall be made aware of emergency exit procedures.
15. Patrons shall be notified at the time of purchase of late seating policies.
16. Patrons shall be informed about the parking options prior to their arrival at the theater.

## STRONG COMMUNITY COLLABORATION

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### STANDARDS

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1. Producers shall refrain from using any service that is not compliant with TPLLA/Intimate policies.
2. Producers shall make efforts to offer supplies or materials to other TPLLA/intimate members before discarding it as trash.
3. Where appropriate, producers are encouraged to keep accurate and up-to-date figures in the Cultural Data Project.

### BEST PRACTICES

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1. Producers should support a culture of cross-promotion.
2. Producers are encouraged to offer assistance, guidance and support to other TPLLA/Intimate members in their producing efforts.
3. Producers should see and support the work of fellow TPLLA/Intimate members.
4. Producers are encouraged to list their events and productions on sites produced or endorsed by TPLLA/Intimate.



## BRANDING, MARKETING & TICKETING WITH INTEGRITY

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### STANDARDS:

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#### **Marketing**

1. The TPLLA/Intimate logo will be used for production marketing by full members in good standing only and whenever used, it will appear as per the TPLLA style guide.
2. Producers will ensure that all photography and videography is properly credited.
3. Producers will market responsibly with regards to content or age-appropriate concerns.
4. Producers will use ethical and accurate marketing practices that do not misrepresent their show. This includes prohibiting the editing of pull quotes beyond their original meaning.

#### **Comps and Discounts**

5. Producers are expected to develop a discount and comp ticket policy and share it with the artists working on their productions.
6. Producers will not offer comps to their productions publically through any service that imposes a service charge. Comp tickets provided to private memberships are permitted, as these are not public and do not impose a per-ticket service charge.
7. Producers will not use services on the TPLLA "Do Not Use" list.

### BEST PRACTICES:

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1. Producers will allocate a minimum of 20% of their production budget toward marketing efforts to reduce reliance on discount ticket services.
2. Producers that offer discount tickets will establish designated, less-desirable seats for those patrons, and enforce policies that seat them in those seats.
3. Comp ticket holders will be seated only at the time of curtain after all paid patrons have taken their seats. If desired, Producers may place reserved signs for VIP guests.
4. All artists working on a production will receive a minimum of 2 comps for the run.
5. Producers will not offer more than 1/3 of seating capacity for discount or complimentary use.