

# BROADWAY IN DETROIT

## FROZEN

DETROIT OPERA HOUSE | NOVEMBER 29 – DECEMBER 17, 2023

The following are our Health & Safety Protocols in place for this performance.

**IF YOU HAVE FORWARDED YOUR TICKET, OR RE-SOLD YOUR TICKET PLEASE FORWARD THIS IMPORTANT INFORMATION TO THOSE PEOPLE. IF YOU ARE A GROUP LEADER, PLEASE MAKE SURE ALL MEMBERS OF YOUR GROUP RECEIVE A COPY OF THESE PROTOCOLS.**

The well-being of our patrons, artists, and staff is a top priority. At Broadway In Detroit we are proud to adhere to the highest industry standards regarding our venues air-filtration, sanitation, and patron experiences.

Please remember that everyone is at the theatre to have a great time. Be respectful of other fans, the venue, and the artists. Together we are keeping the Live Theatre experience going, now better than ever. Enjoy the show!

**Doors to the theatre lobby will open 90 minutes prior to showtime.**

***FROZEN is 2 hours and 20 minutes in length with 1 - 20-minute intermission.***

Please plan to arrive early to ensure that you have plenty of time to have your tickets scanned, enjoy a drink at the bar, use the restroom and take your seat for the start of the show.

**For MOST of our guests, your phone is your ticket. For our Mobile Ticket guide, please visit:**

[BroadwayInDetroit.com/MobileTix](https://BroadwayInDetroit.com/MobileTix)

*If you purchased your ticket in person at The Fisher Theatre Box Office, Detroit Opera House Box Office, are part of a group sale, or are a subscriber with physical tickets, these mobile procedures do not apply to you.*

To ensure that you have the best experience we recommend that you download the Ticketmaster App.

Log in to your account, select your tickets for this show and save them to your phone. Androids save to Google Pay and iPhones save to iPhone Wallet.

If you have a large number of people in your party (more than 4), we recommend that you forward tickets to each member of your party. Each person will have to accept the ticket you forward and save that ticket to their phone.

Be sure to set your phone to maximum brightness to enhance our ability to scan your ticket.

Do not close your ticket screen until the ushers have shown you to your seat location. This will save you from needing to download the ticket again.

### **DETROIT OPERA HOUSE CONCESSIONS**

The Detroit Opera House Bars & Concessions do not accept cash, so plan accordingly.

## **Broadway In Detroit Security Policies**

Small purses and small personal bags are permitted to be brought into the theatre.

All bags will be searched. NOTE: Firearms are not permitted in the Detroit Opera House.

Backpacks, large suitcases, and other large bags are not permitted.

For the safety of our patrons, staff and performers, all guests will be screened by metal detector before entering the theatre.

## **Detroit Opera House General Information**

### **In Case of Emergency**

Please observe the lighted exit signs located throughout the theater. In the event of an emergency, remain calm and walk, do not run, to the nearest exit. Ushers, wearing red vests, and security personnel are trained to assist. An emergency medical technician (EMT) is onsite during most events. Contact an usher or staff member if you need medical assistance.

### **Theater Etiquette**

Please refrain from talking, texting, all cell phone use, singing, excessive moving around, taking pictures or making noise so that everyone can enjoy the show. If you need to leave your seat for any reason, if possible, please do so during intermission or at an appropriate time.

**Guest Services** – Broadway Lounge and Vincent Lobby There are a variety of amenities located in both guest service areas for your comfort and use. Wheelchairs, booster seats\*, earplugs, assisted listening devices, feminine hygiene products, basic first aid items and more are complimentary and available for your convenience. Coat check is also available. These areas are located on the Broadway Street side of the building and the Madison Street side of the building the near main entrances.

\*Limited quantity

### **Photography, Recording, Cell Phones**

Photography and/or recording during any performance is strictly prohibited. Photographs taken in the lobby areas, before or after a performance, and during intermission are welcome. As a courtesy to all guests, please turn off all electronic devices and refrain from use during the performance (including texting).

### **Restrooms**

Women's restrooms are located off the Ford Lobby (Broadway Street entrance) and down the stairs, and on third floor (Madison Street entrance). Men's restrooms are located under the Grand Staircase and on the third floor (Broadway Street side). There are two sets of elevators or stairs available to access all third-floor restrooms. All third-floor restrooms are wheelchair accessible (women's restroom, press '3R' in the Rose elevator or '3' in the separate bank of elevators). There are single use unisex wheelchair accessible restrooms on the first floor of the Broadway Street side of the building and the Madison Street side of the building. There is also a wheelchair accessible Women's restroom on the Broadway Street side of the building.

### **No Smoking**

The Detroit Opera House is a non-smoking facility. This includes e-cigarettes, vapes and other "smokeless products."

## Ushers

Ushers are stationed throughout the building to assist patrons as needed. Please direct questions, concerns, and feedback to them during your visit.

## Lost and Found

During the performance, lost and found is located in guest services. Unclaimed, items are logged and taken to the Safety and Security office after each performance. To inquire about a misplaced or lost item, please call; 313-237-3257. Items left over 30 days will be discarded or donated.

## Recording in Progress

Entry and presence on the event premises constitutes your consent to be photographed, filmed, and/or otherwise recorded and to the release, publication, exhibition, or reproduction of any and all recorded media for any purpose whatsoever in perpetuity in connection with Detroit Opera and its initiatives. By entering the event premises, you waive and release any claims you may have related to the use of recorded media of you at the event

## Enjoy volunteering?

Please go to either guest services area or the Detroit Opera website, [www.detroitopera.org/volunteers](http://www.detroitopera.org/volunteers), for information on becoming a volunteer.

**Broadway In Detroit does not require guests to present proof of Covid Vaccination or a negative Covid Test to enter our venues.**

However, we strongly recommend that you get your vaccine and keep it up to date with all recommended boosters per CDC Guidelines. We also recommend that you test regularly to prevent the continued spread of Covid-19.

While we recommend that guests who are comfortable wearing a mask continue do so, *we do not require patrons to wear a mask while visiting our theatres.*

## Follow our Fan Health Promise

If you have recently tested positive for Covid-19 in the 5 days prior to your performance, please do not attend this show. Contact our office at (313) 872-1000 **NO LATER THAN 3 HOURS PRIOR TO YOUR SHOW** for options regarding your tickets.



Broadway In Detroit is an Ambassador Theatre Group Company.

[www.broadwayindetroit.com](http://www.broadwayindetroit.com) | [www.atg.co.uk](http://www.atg.co.uk)