

# BROADWAY IN DETROIT

## KNOW BEFORE YOU GO

### AN EVENING WITH GREGORY PORTER

**DETROIT OPERA HOUSE | Thursday, December 12, 2024**

*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!*

**IF YOU HAVE FORWARDED OR SOLD YOUR TICKETS, PLEASE PASS ALONG THIS INFORMATION. IF YOU ARE A GROUP LEADER, PLEASE MAKE SURE ALL MEMBERS OF YOUR GROUP RECEIVE A COPY OF THESE PROTOCOLS.**

[An Evening With Gregory Porter](#) is approximately 2 hours long.

#### ARRIVING AT THE THEATRE

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

#### TICKETS

Your tickets will arrive as a PDF attached to your confirmation email sent from **ATG Tickets**. You can **present your eTickets on your phone for entry or you can print out your eTickets PDF** at home and present the printed PDF at the venue entrance.

**If you can't find your eTickets please try these tips:**

- Check your email spam, deleted or junk folders.
- Search "atgtickets" or "ATG tickets" in your email search to retrieve all emails from us.
- Make sure the right email address is being used. eTickets will be sent to the email address provided at the time of booking.

**How to use an eTicket:**

1. Open the ticket confirmation email which has the PDFs attached. This is separate to your order confirmation email.
2. Download the PDF eTickets to your phone.
3. Display the eTickets to staff when you arrive at the venue. Please ensure that your phone is on maximum brightness and not in "dark" mode.
4. 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.
5. Please contact our phone center at (313) 887-1256 for assistance with your order. You can also visit the FISHER THEATRE box office during regular [box office hours](#). If it is the night of the event, please arrive extra early to allow time for our box office to assist you prior to the performance.

## How do I add my eTickets to Apple Wallet?

- We'll send you your eTickets attached to your order confirmation email, unless specified that these will be sent at a specific time. If available, links will be visible in this email directing you to 'Add to Apple Wallet' next to each seat. Clicking on each link will add that seat's eTicket to your Apple Wallet. When you arrive at the venue, please present the pass for scanning.
  - Please note that Apple Wallet is intended for use with Apple products only, such as iPhone, iPod and Apple Watch. Third-party apps are available to download the pass onto an Android device.
- For more information about using Apple Wallet, please visit the [Apple Official Support Page](#).

## Forwarding Your Tickets

- You will receive one PDF via email which will have multiple pages with each of your tickets. If your entire party will not be arriving together, you can forward your eTicket confirmation to other members of your party, however, we STRONGLY recommend that you do one of the following things when forwarding your eTickets.
  - Communicate clearly to the members of your party which ticket they should have scanned on arrival as only one scan per ticket is allowed. For ease of entry, your guests should make sure their ticket/seat is showing when presenting their eTicket to be scanned.
  - Print out your PDFs at home and distribute physical printed pages to your guests prior to arrival.
  - Use a PDF editor program (such as AdobePro) to extract each PDF ticket as its own file, or print each page separately as its own PDF and send the tickets to your guests. ONCE AGAIN: If you choose to do this, be very careful which tickets you send.

## SECURITY POLICIES

- **For the safety of our patrons, staff and performers, all guests will be screened through the use of walk-through metal detectors before entering the theatre.**
- All bags will be searched.
- Small purses and small personal bags are permitted to be brought into the theatre.
- Backpacks, large suitcases, and other large bags are not permitted.
- Please leave any strollers in your vehicle, they are not permitted inside the Detroit Opera House.
- **NOTE:** Firearms are not permitted in the Detroit Opera House.

## DETROIT OPERA HOUSE GENERAL INFORMATION

### PARKING

**Detroit Opera House Parking Garage:** Pre-paid parking is ONLY available for our subscribers through the subscription office. Non-subscribers pay parking upon arrival (prices may vary). Parking is available on a first-come, first-served basis. [Click here](#) for more information on the Parking Center.

**Detroit Opera House Surface Lot:** There is a small lot adjacent to the theater that is available on a first come, first served basis for a fee.

### DETROIT OPERA HOUSE CONCESSIONS

The Detroit Opera House Bars & Concessions accept cash, credit card and mobile pay.

### **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.

Please leave any strollers in your vehicle, they are not permitted inside the Detroit Opera House.

### **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.

ENJOY THE SHOW!



ENTERTAINMENT

Broadway In Detroit is an ATG Entertainment venue.

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