

**RULES OF CONDUCT/SUSPENSION OF PRIVILEGES**  
**Occupants, Patrons and Guests of the**  
**San Francisco War Memorial and Performing Arts Center**

War Memorial Opera House  
Louise M. Davies Symphony Hall  
War Memorial Veterans Building (Herbst Theatre/Green Room)

The safety of occupants, patrons and guests of the San Francisco War Memorial and Performing Arts Center is of primary concern to the War Memorial Board of Trustees. To provide safe facilities and preserve the quiet enjoyment of performances and events by patrons, the Board of Trustees has established a policy outlining Rules of Conduct for occupants, patrons and guests of the San Francisco War Memorial and Performing Arts Center and for responding to violations of Rules of Conduct including the circumstances under which the Board of Trustees may suspend Performing Arts Center privileges.

**Section I – Rules of Conduct**

Occupants, patrons and guests of the San Francisco War Memorial and Performing Arts Center shall conduct themselves in an orderly and safe manner. Conduct of the nature described below shall not be permitted at the San Francisco War Memorial and Performing Arts Center and may result in the War Memorial seeking the remedies described in Section II.

- Any act of violence including conduct, verbal or physical, which tends to cause another to reasonably fear for his or her own personal safety or that of his or her family, friends, associates or property.
- Any threat of violence including direct or indirect, intentional or unintentional, words or actions targeted at another individual.
- Any physical harassment including assault, battery or impeding, blocking or interfering with the normal movement of another individual.
- Unsafe conduct or conduct which creates a safety hazard to others.
- Vandalizing, damaging or destroying property.
- Any illegal or criminal activity.
- Disorderly or disruptive conduct, or causing a nuisance or unreasonable annoyance.
- Failure to follow instructions given by authorized staff or interfering with staff's performance of duties.

**Section II – Violations of Rules of Conduct**

Violations of the Rules of Conduct shall be cause for one or more of the following remedies:

- Verbal and/or written warning from ushering and/or management staff on duty.
- Refused admission to or ejection from the Performing Arts Center by management staff on duty.
- Suspension of privileges to enter and attend activities at the Performing Arts Center.
- Civil action in consultation with the Office of the City Attorney.

The War Memorial Board of Trustees has delegated to its Managing Director the authority to enact a suspension of Performing Arts Center privileges whereby an individual will not be permitted in the Performing Arts Center facilities for a specified period of time. Prior to enacting any suspension, the Managing Director shall notify an individual who is threatened with potential suspension notifying them of the reasons therefor, and offering them an opportunity to respond either in person and/or in writing at a hearing before the Managing Director. The Managing Director's determination at the close of the hearing shall be communicated to the individual.

*Adopted by War Memorial Board of Trustees Resolution No. 00-20 (6/8/00)*