



## **RULES OF CONDUCT/SUSPENSION OF PRIVILEGES**

### **Patrons, Donors, and Guests of War Memorial & Performing Arts Center Performances and Events**

The safety of visitors to War Memorial and Performing Arts Center venue performances and events is of primary concern to campus Management. To provide a safe performance experience and preserve the quiet enjoyment of performances and events, the War Memorial and the San Francisco Ballet, San Francisco Opera, and the San Francisco Symphony (“Resident Companies”) have established a policy outlining Rules of Conduct for patrons, donors, and guests of the venues and for responding to violations of Rules of Conduct including the circumstances under which privileges may be suspended.

#### **Section I – Rules of Conduct**

Patrons, donors, and guests of War Memorial and Performing Arts Center venue performances and events shall conduct themselves in an orderly and safe manner. Conduct of the nature described below shall not be permitted in the venues and may result in Management seeking the remedies described in Section II.

- Any act of violence including direct or indirect conduct, verbal or physical, which tends to cause another to reasonably fear for their own personal safety or that of their 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, impeding or blocking, other physical contact, or interfering with the normal movement of another individual.
- Any verbal harassment including, but not limited to, hate speech or raising one’s voice to levels that disturb the individuals around them.
- Any sexual harassment - including comments, gestures, jokes, or innuendos.
- Any conduct that results from intoxication or otherwise impaired conduct that affects surrounding patrons’ experience, creates an unsafe environment, or inhibits staff’s ability to perform their duties.
- Unsafe conduct or conduct which creates a safety hazard to others.
- Vandalizing, damaging, stealing, or destroying property.
- Any illegal or criminal activity.
- Accessing or attempting to access any restricted area such as backstage or onstage without pre-approved permission.

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- Any violation of War Memorial or Resident Company policies including, but not limited to, those regarding the use of camera and recording equipment.
- 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, at the discretion of Management, which will be determined by the severity of the violation:

- Verbal and/or written warning from usher(s) and/or management staff on duty.
- Refused admission to or ejection from the performance or event venue by management staff on duty.
- Suspension of privileges to enter and attend activities on the War Memorial and Performing Arts Center campus.
- Civil action in consultation with the Office of the City Attorney.

The War Memorial and Performing Arts Center campus takes the above issues seriously and will act in good faith to address concerns in a timely, respectful, and conscientious manner. If War Memorial or a Resident Company's Management decides to impose a suspension of privileges, the patron, donor, or guest will be so advised in writing at the time of the incident. In the event the individual has left the premises before the notice is issued or if the individual refuses to receive the notice, the notice will be held at the location of the incident until the individual returns.

Thank you for helping make the War Memorial campus a welcoming and respectful place for the entire community to enjoy.

*Adopted by the War Memorial Board of Trustees, Resolution 25-08, on March 13, 2025.*