

OSLT Show postponement / cancellation protocol – March 8, 2022

Decision Criteria / process

- If the show has to be cancelled due to weather or other circumstances (flood, act of God etc) the Executive Director will make that determination and advise the Producer, Front of House Coordinator, and staff
- If the roads in the area (surrounding highways and/or local streets) are closed by OPP or local police at NOON or any time thereafter, that evening's presentation will be cancelled. This will allow enough time for staff to notify front of house, patrons etc.
- If the show has to be cancelled due to a Production Issue, (illness etc) the Producer will advise the ED who will advise, Front of House Coordinator, and staff

Patron Notification:

- The patrons will be emailed. A list will be printed for any patrons for whom we do not have email addresses. If staff are working that day, those patrons will be called by staff. If there are no staff working, the Producer will be given the list and asked to call the patrons.
- Box Office Voice Message will be changed
- Facebook / Instagram will be updated with the cancellation notice
- Staff will arrange for a sign to be put on the door
- Radio / media will be notified for local event cancellation boards, and hopefully to announce if they are willing

Rescheduling:

- It is significantly easier administratively to reschedule the entire show to another night, versus trying to find spots for each individual patron in remaining shows.
- **Proposal:** Going forward, all OSLT shows internally schedule for 2 possible "postponement" dates. These dates would be communicated to actors and crew well in advance / at the audition, and the commitment to these dates would be just like committing to the other rehearsal and performance dates in a production (although these, hopefully will end up being "nights off").
 - **le:** In the case of a cancellation in the first Thurs-Sat stretch, the show would be moved to the Monday evening after the first weekend, thereby the second week schedule would be M, TUES OFF, W, Th, F, S close.
 - In the case of the Musical, a cancellation in the second Wed-Sat stretch would be moved to the Monday evening after the second weekend, thereby the third week would be M, TUES OFF, W, Th, F, S.
 - In the case of a cancellation in the closing Wed-Sat stretch the show would be moved to the Sunday matinee.
 - The theatre is blocked for the production through to the end of the Monday after the show (this could be adjusted to Tuesday).