

Medical Show Stop - Auditorium

DM to inform DT that they require a show stop. First aiders to attend as appropriate and call 999 if necessary.



DT/SM to stop the show and make announcement on stage informing audience



Due to a medical incident in the auditorium we need to stop the show. Please remain in your seats unless asked and we will update when possible



First aiders attending incident advise if auditorium need to be cleared



If auditorium needs to be cleared

If DM is giving first aid then DT/AT to make announcement from the stage. Ushers & Bar staff to be available to assist customers in foyer

Due to the ongoing medical incident we need to clear the auditorium. Please all make you way out into the foyer carefully and we will update further when able



First aiders/emergency services to continue treatment as required and update on condition and advise next actions



DM/DT/SM to make decision on whether show can continue or not



If the show can restart

DT & DM to agree on restart time and ensure audience informed and reseated. DM to make announcement from stage:

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Thank you for your patience. We are happy to say that everyone is okay and we will be shortly restarting the show.



If the show need to be cancelled

DT/DM to make announcement over FOH tanoy or from stage

Due to the ongoing medical incident we unfortunately need to cancel the rest of this performance.

*Our box office team will be in touch as soon as possible so please assist us by refrain from contacting us for 48 hours.
I will be at the box office if you have any questions.*

*We apologise for the inconvenience
& disappointment caused and thank you for your
understanding*



If audience has belongings to collect from the auditorium, wait until patient is clear before allowing audience back in or discuss alternative action - collection tomorrow, ushers taking items out to them etc