



Boulevard

Guide to working at the Boulevard

Welcome

Welcome to The Boulevard!

Whether you are here for a night, a week, or longer, we hope your time here will be a happy one. The Boulevard is brand new; untested, unchartered, undiscovered - how exciting!

It is our hope that we will provide an excellent working environment for all who pass through our doors; a strong and supportive in-house team, excellent facilities, made better still by great cocktails and fantastic food. Work hard, play hard and try to stay out of trouble. That's always been our motto.

You – dear reader - are an integral part of these early days and it's vital for us to know what you think. It is our maiden voyage, so to speak, so it's quite possible we will only know what we've forgotten when we're already out at sea, so please shout if you need anything at all.

Enjoy the ride and thanks for being part of the adventure!

All good wishes,

Fawn James

Founder and Chair

Rachel Edwards

Artistic Director

About this guide

This guide has been written as a resource for everyone who will be working on shows at the Boulevard. It contains rules and information that are crucial for the safe and smooth operation of the theatre. In particular, readers should ensure that they have read and understood the "House rules" and are familiar with the "Important information". If anyone has any questions about any of the content, they should speak to their contact at the Boulevard or any manager at the theatre.

As well as containing operational information, we hope that this will be a helpful document and we welcome any feedback to improve the content and design.



Boulevard

House rules

Professionalism

Everyone working at the Boulevard should conduct themselves in a professional manner at all times and perform their duties to a professional standard. We request that, at no time, anyone working at the Boulevard acts in such a way that threatens to damage the reputation of the theatre.

In addition to these house rules, everyone working at the Boulevard should comply with all reasonable instructions given by managers at the theatre, all health and safety regulations and any other laws and regulations of which they could reasonably expect to be aware.

Working environment

The Boulevard strives to be an environment free from all forms of bullying and harassment including but not limited to sexual harassment, racism or religious harassment, homophobia and transphobia. Such behaviour will not be tolerated and we seek to ensure that our working environment is sympathetic to everyone with whom we deal in our working activities and that they are treated with dignity and respect.

Health and safety

We attach great importance to the health, safety and welfare of everyone working at the Boulevard. We will provide and maintain working conditions and equipment for all employees, contractors and visitors that are safe, healthy and comply with statutory requirements and codes of practice. However, you also have a personal responsibility for ensuring you take reasonable care of your own wellbeing and that of all other employees, contractors and visitors.

Staff at the Boulevard will provide a health and safety briefing to you before you begin working at the theatre and you are required to pay careful attention to the briefing and any instructions given to you. It is important that you (1) do not access any non-public areas of the theatre unaccompanied by a staff member nor (2) begin completing any work at the Boulevard before you have been given a briefing. Depending on your work at the theatre, the briefing may be given by a member of the technical team on your first day of rehearsals or by a stage manager on your arrival at the theatre.

You are invited to raise any concerns that you have about health and safety arrangements at any time and to report any potential hazards and unsafe working practices. You must also abide by all the house rules, which help to ensure a safe working environment.



Accidents and first aid

You should report all accidents at the Boulevard, no matter how minor, to a manager, so that they can be recorded in the accident book. Any exposed cut or burn must be treated by a trained first aider.

Cleanliness

Help us to maintain the Boulevard in a clean and tidy state by not leaving any items in non-designated areas and by reporting any spillages. Please dispose of your refuse in the correct bin to support our environmental policy (see Environmental rules and waste disposal). Corridors, stairs and other fire exit routes must be kept clear from obstructions at all times and all potential trip hazards avoided.

We ask that you leave the auditorium, rehearsal room, dressing rooms and communal spaces in the same condition as you found them, including by washing up any crockery and cutlery that you may have used to prepare meals or drinks. If a communal area has run out of a specific consumable (washing up liquid, paper towels etc.) or if something breaks, please notify a member of staff.

Manual handling

You should not undertake any manual handling (e.g. lifting, putting down, pushing, pulling, carrying or moving loads) unless you have received suitable training.

Electrical equipment

If you are bringing your own electrical equipment into the theatre, please ensure that, if it is older than one year, it has been PAT tested within the last 12 months and is maintained and operated in accordance with the provisions of the Electricity at Work Regulations 1989.

Physical production

All set, furniture, costumes, props and other elements of physical productions that you are bringing into the theatre must meet local fire safety standards, health and safety standards and Construction Design and Management Regulations. If you require any further information, please speak to your contact at the Boulevard.

Risk assessments

A risk assessment must be completed for all performances at the Boulevard. If you are working on a performance which features any particular hazards, you should notify your contact at the Boulevard at the earliest opportunity. Such hazards include, but are not limited to:

- Leaving the stage area during a performance;
- Inviting a member of the audience onto the stage;



- Using any highly flammable, hazardous or controlled substances;
- Using naked flames or pyrotechnics;
- Using smoke or dry ice;
- Using strobe lights or lasers;
- Using firearms;
- Tap dancing.

You should also notify your contact at the Boulevard if the performance will feature nudity or any content requiring age guidance/restrictions or warning signs.

Fire regulations and evacuation

On discovering a fire:

- Take no risks
- Raise the alarm by breaking an emergency call point

Subsequent, or on hearing the fire alarm:

- Leave all belongings and evac as safely and quickly as possible.
- Exit the building via the nearest fire exit
 - o Back of house stair case on the west side of Walkers Court from all floors.
 - o Gold staircase to the east side from the restaurant or stalls lounge.
 - o Back of house stair to Walkers court from kitchen.
- Congregate on the corner of Berwick street and Peter Street outside Gosh! Comics
- Make no attempt to re-enter the building until cleared to do so.

Environmental rules and waste disposal

The Boulevard aims to be sustainable and environmentally responsible and asks for the assistance of all those working at the theatre to achieve its targets. We ask that everyone keeps waste to a minimum and uses the minimum required resources for operations (including energy and water). When disposing of waste, waste should be sorted into the clearly-labelled bins, which include separate bins for paper recycling, mixed recycling and food waste.

Smoking

Smoking, including the use of e-cigarettes and vaping, is prohibited in all areas of the Boulevard, including any balcony spaces.

Alcohol and drugs

The use of alcohol and illegal drugs, and the misuse of substances (such as glue or solvents or the taking of "legal highs"), can impair the safety of those around you. For this reason, it is forbidden both during working hours and in the time prior to this where such activity could affect your ability to work safely. No illegal substances should be brought into the Boulevard.

If, for a specific reason, you wish for alcohol to be consumed as part of a performance, you should speak to your contact at the Boulevard to secure prior approval.



You are welcome to purchase alcoholic drinks at the Boulevard's bars and consume these in the theatre's public areas if you are not due to undertake any work which, if completed after the consumption of any alcohol, could put you or anyone else at an increased risk.

If you take a prescription drug which has the potential to affect your working capabilities, you should speak to your contact at the Boulevard at the earliest opportunity.

Security

Please be aware of the security of the Boulevard and do not allow unauthorised individuals access to any areas of the building. If you suspect that a person may have gained unauthorised access, you are asked to inform a manager at the Boulevard immediately.

If you are issued with an access card, you must never give this to another person. If you lose an access card, you should speak to your contact at the Boulevard at the earliest opportunity. A fine of £15 may be levied for replacement access cards.

We reserve the right of search to combat theft, or the use of drugs or any other illegal substances on our premises. To this end, we may carry out random checks on visitors' and employees' identity, person and property, many of which are simple precautionary measures and do not imply suspicion.

Bicycles

Non-folding bicycles are not permitted in the building. If you would like to bring a folding bicycle to the Boulevard, you should seek prior approval from your contact at the Boulevard.

Your property

Storage space is very limited at the theatre and, therefore, any property or equipment that is brought to the Boulevard must be removed directly following the performance. If property or equipment is left at the theatre following a performance, the Boulevard may have to remove or dispose of it without further notice. Property left at the Boulevard is done so entirely at your risk.

Boulevard property

No works to the fabric of the theatre or requiring fixings to internal or external walls, floors or ceilings of the theatre should be carried out without the prior approval of your contact at the Boulevard. Any damage to the theatre or its property should be reported to a manager immediately.



Authority

Unless you are an employee of the Boulevard or have expressly been given the requisite authority, you should not commit the theatre to any expenditure or other liabilities.

At no point should you hold yourself out as having the authority to act on behalf of the Boulevard.

Children and vulnerable adults

Children who are performing at the theatre should be accompanied by a chaperone at all times. If any performance will involve the participation of children or vulnerable adults, you should speak to your contact at the Boulevard at the earliest opportunity.

Telephone calls

External calls should not be made using the Boulevard's telephones without the prior permission of a manager at the Boulevard.

Recording and photographs

If you would like to record or take photographs of any performances or rehearsals at the theatre, you should seek prior approval from your contact at the Boulevard.

Right to work and tax status

If you do not have the right to work in the UK or you are not a UK resident for tax purposes, you must speak to your contact at the Boulevard immediately.

Show content

Unless you are performing in a theatre production presented by Boulevard Theatre Productions or it has been agreed otherwise in writing by the Boulevard, if you are performing at the theatre you are responsible for obtaining the necessary permissions to perform the material (and for obtaining the necessary permissions to use any other intellectual property in the performance).

You should also not perform any material which might reasonably be considered to be obscene, scandalous, indecent, libellous or defamatory, or might reasonably be considered to be likely to cause public disorder, be unlawful or be damaging to the reputation of the Boulevard.

If you are a performer and you plan to address audience members directly, you should speak to your contact at the Boulevard.

If you have any questions, you should speak to your contact at the Boulevard.



Complaints and feedback

If you receive a complaint from a member of the public, you are asked to forward this to hello@boulevardtheatre.co.uk or to report it to a manager at the Boulevard. If you receive other feedback, you are welcome to share this with your contact at the Boulevard.

If you wish to raise a grievance, you are invited to speak to your contact at the Boulevard or any other manager at the Boulevard.

Code of conduct

All visitors to the Boulevard are expected to comply with the theatre's code of conduct which can be viewed on our website.

Important information

How to find us

The Boulevard is located at the north-end of Walker's Court at the junction with Peter Street, and at the south-end of Berwick Street. Our postal address is: 6 Walker's Court, London W1F 0BT.

If possible, we would recommend travelling to the Boulevard by public transport.

Underground

- Leicester Square (Northern and Piccadilly lines; 5 minutes' walk)
- Piccadilly Circus (Bakerloo and Piccadilly lines; 5 minutes' walk)
- Tottenham Court Road (Central and Northern lines; 10 minutes' walk)
- Oxford Circus (Bakerloo, Central and Victoria lines; 10 minutes' walk)

Bus

- The nearest stop is K – Trocadero / Haymarket which is served by the 14, 19, 38, N19 and N38 routes

Parking

- Local on-street parking; NCP Brewer Street and Q-Park Chinatown
- The Boulevard is located in the Congestion Charge and ULEZ zone
- You can secure a 10% discount on nearby parking by using the code BOULEVARD10 at YourParkingSpace

Cycling

- There are Santander Bike docking stations on Wardour Street and Frith Street.



On arrival

If you are arriving at the theatre for the first time, please report to box office on the corner of Walker's Court and Peter Street. A member of theatre staff will then escort you to the correct part of the theatre.

If you are working on a Late Night or Sunday performance, you should be mindful that there may be another performance taking place when you arrive and that you may not be able to access the auditorium and dressing rooms immediately.

Contacting us

If you are working on a theatre production at the Boulevard, your main point of contact will be the Production Coordinator, Stephen Daly (020 3874 5411; stephendaly@boulevardtheatre.co.uk).

If you are working on a Late Night or Sunday performance at the Boulevard, your main point of contact will be the Programme Coordinator, Emma Groome (020 3874 5407; emmagroome@boulevardtheatre.co.uk).

If you are not able to speak to Stephen or Emma and you need to make urgent contact with us, you should call the main telephone number on 020 3968 6849 and ask to speak to the Duty Manager.

Building

The Boulevard is split across six floors:

Ground floor: The box office is located on the ground floor, on the corner of Walker's Court and Peter Street. There are further entrances to the building, including a goods entrance on Peter Street and a stage door in Walker's Court.

First floor: The bar and restaurant and a full set of gender inclusive public toilets and a publicly accessible toilet is located on the first floor.

Second floor: The stalls level of the auditorium is located on the second floor, together with the Stalls Lounge. There is also a backstage area which features an accessible dressing room, shower and toilet. There is a publicly accessible toilet available as well.

Third floor: The balcony level of the auditorium and the rehearsal room is located on the third floor. There is also a set of gender inclusive public toilets.

Fourth floor: The dressing rooms and theatre's offices are located on the fourth floor. There is also a wardrobe space, kitchenette and back-of-house gender inclusive toilets.

The kitchen and kitchen staff area is located in the basement of the building.



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Accessibility

The Boulevard is a fully accessible building. There is an accessible dressing room, shower and toilet at stage level, as well as accessible unlocked toilets FOH on the first and second floors. The rehearsal room is accessible via a lift to the balcony level. If you have any other needs we should be made aware of before you arrive with us, please speak to your contact at the Boulevard.

Dressing rooms

We have three dressing rooms at the theatre but, because there are sometimes large number of performers working at the theatre over the course of a week, it is not usually possible for anyone to enjoy exclusive use of a dressing room. If you are given access to a dressing room, we would ask you to be mindful of other users and to leave the space as you found it.

As space is limited and you may be sharing with other performers, we ask that no guests are invited backstage to dressing rooms but, instead, arrangements are made to meet front-of-house.

Showers are available for use in all three dressing rooms. Towels are not provided, unless otherwise agreed in advance.

We ask that dressing rooms are vacated within 30 minutes of the show ending.

Kitchen facilities

The kitchenette on the fourth floor is available for all to use. Please do so respectfully and return all items to the kitchenette after use. All staff are entitled to free tea and coffee at the restaurant.

Accidental damage and loss of property

We do everything possible to keep our premises secure, but there is always the risk that petty crime will occur. We cannot and do not guarantee the security of your personal belongings or property; nor can we make insurance claims or offer financial compensation if thefts or any other loss or accidental damage does occur (unless this has been agreed in advance).

Where possible, we will provide you with the opportunity to store valuables in a locker or other locked container although, we are still not able to accept any liability for property stored in such fashion at the Boulevard.

Wherever possible, you are encouraged not to bring valuable personal property to the Boulevard and to ensure all property is adequately insured.



Deliveries and collections

If you would like to arrange a delivery or collection from the theatre, please speak to your contact at the Boulevard in advance of making arrangements.

Generally, within box office hours (8am - 11pm) small items can be received by the box office team but, unless you are on site at the time of the delivery, the delivery will need to be collected from the box office by your contact. If the item is too large to be accepted by the box office team, your contact will need to report to box office and accept receipt of the item via the Peter Street entrance.

If an item is being delivered when the box office is not open, this will need to be facilitated by an on-site duty manager, duty tech or other member of staff via the Peter Street entrance.

If there is an item to collect, the box office team would alert your contact who would bring the item for collection to street level via the most sensible route (using Peter Street entrance for any large items).

Announcing a show

The sales and marketing team at the Boulevard will be keen to work with you to maximise the impact of announcing performances. We ask that you do not make any public announcement about a show before having liaised with your contact at the Boulevard. We may wish to delay announcing a show so that a season of performances can be announced together to secure maximum press coverage.

Promoting a show

The sales and marketing team will be keen to work with you to help promote your performances at the Boulevard. They may well ask if you're happy to add information about your performances to any websites, mailing lists or social media channels that you operate and ask if you can send them certain materials to help them promote the performances. You may even be asked if you'd be happy to give interviews or to participate in other press and marketing activity.

If you have any questions about promoting a show, you can speak to your contact at the Boulevard.



Social media

Facebook: <https://www.facebook.com/BoulevardSoho/>

Twitter: @BoulevardSoho

Instagram: boulevardsoho

We welcome engagement with the Boulevard on all social media platforms, especially to promote the performances in which you are involved. The sales and marketing team may well be in contact with you to discuss how best you can promote performances on social media and to share details of any hashtags or other initiatives.

There are a few guidelines that we would like you to follow when using social media and would ask you not to post:

- photos, videos and/or sound recordings taken on our property (that are not already in the public domain);
- photos or videos showing any employee or worker in uniform or other clothing that includes our logo and that could reflect negatively on the employee, his/her job, his/her colleagues or the theatre;
- our logos, trademarks, graphics or advertising materials (that are not in a form already in the public domain);
- details of any kind relating to any events, conversations, materials or documents that are meant to be private, confidential or internal to the theatre; or
- any concerns or complaints relating to the Boulevard - these should be raised directly with the theatre through its feedback and complaints procedure.

If you are unclear on whether to post something, please feel free to get in touch with our Sales and Marketing Manager to discuss it. She can be contacted at lucieblockley@boulevardtheatre.co.uk.

Dealing with the press

If you are contacted by the press for comment or an interview relating to your work at the Boulevard, we ask that you immediately alert your contact at the Boulevard who may, in turn, speak to our press representative. You are requested never to give a comment or make a public announcement in a manner which suggests that you are speaking "on behalf of" the Boulevard or a show at the Boulevard.

Recording and photographs

The Boulevard may record or take photographs of performances at the theatre for archival use or for publicity purposes. If recordings are being used to publicise the theatre, these shall have a duration of no longer than five minutes, unless otherwise agreed with all participants. Where possible, we are always happy to share recordings and photographs with those who are involved in the performances.



Latecomers and re-admittance

Our Front of House team will always work to admit latecomers and re-admit any audience members who have left the auditorium during a performance as quickly as possible. However, they will always be aware of causing a distraction to performers or other audience members. If you have any particular concerns about the admittance of latecomers or re-admittance, please speak with your contact at the Boulevard.

Merchandise

If you would like merchandise to be sold at a performance, then please speak to your contact at the Boulevard. We can sell merchandise on your behalf, in return for a sales commission. Arrangements will need to be made to remove unsold merchandise stock at the end of the performance.

Booking tickets

Tickets for all performances can be purchased online (www.boulevardtheatre.co.uk) or in person at our box office in Walker's Court. Tickets are available from £12 for all performances at the theatre.

If you have a contractual right to access company tickets, these should be booked and paid for via your contact at the Boulevard.

Music usage

If you are working on a performance which requires the use of particular music, then please speak to your contact at the Boulevard about securing the rights and paying for the music with PPL PRS.

Invoices

If you have been asked to invoice the Boulevard for your work at the theatre, you should send these to finance@boulevardtheatre.co.uk. To ensure timely payment, a valid invoice should be submitted in the week preceding the payment due date. Any questions relating to invoices or payments can be sent to finance@boulevardtheatre.co.uk or by calling the Finance Team on 020 3968 6849. All invoices should:

- Quote a valid purchase order number which will be provided to you by your contact;
- Be addressed to "Boulevard Theatre Productions Limited, 6 Walker's Court, London W1F 0BT";
- Include the date, your name, postal address and, if applicable, your VAT number; and
- If you are an individual, include your Unique Tax Reference (UTR) number and a declaration that you are responsible for paying your own tax and national insurance.



Expenses

If you believe that you may incur expenses on behalf of the Boulevard, please do speak to your contact in advance. Expenses that have not been approved in advance may not be reimbursed. Your contact will also be able to tell you about the receipts required for any expenses and the process for being reimbursed.

Personal data

The Boulevard may be required to hold certain items of personal data (such as name, address, date of birth, passport details, NI number and bank details) for those that work at the theatre. We'll only collect and use personal data where there are lawful grounds and legitimate business reasons to do so. We will be transparent and, on request, tell you how we will hold and use such personal data. If personal data is collected for a particular purpose, we shall not use it for any other purpose unless you have been informed. We shall update our records when we are informed of any change in details and shall implement appropriate retention policies and ensure personal data is securely disposed of at the end of the appropriate period. We observe the rights granted under applicable privacy and data protection laws. A copy of our privacy statement can be accessed on our website.

CCTV

CCTV cameras are in operation at the Boulevard. These have been installed to help protect our property, investigate and/or to detect crime, apprehend and/or prosecute offenders, and to protect personal safety. CCTV footage may be used as evidence in criminal proceedings, in disciplinary investigations and hearings and for safety monitoring. Appropriate signs informing employees and visitors of the CCTV system are in place. CCTV footage is stored securely with only authorised people having access. It is retained in accordance with our impact assessment and only for as long as is necessary.



Other information

Bar and restaurant

The theatre's bar and restaurant will be open from 8am (Monday to Saturday; 10am on Sunday) offering breakfast for the early-risers; coffee and cake for elevenses; brunch and lunch; pre-theatre through to late-evening dining. Our carefully-curated wine list promotes top-quality local suppliers and artisanal producers. Our cocktail, spirit and beer lists add some unusual, unconventional offerings to the mix.

Everyone who is working at the Boulevard is eligible to receive free tea and coffee and 20% of all food and drink on presentation of your staff card in the restaurant. No discount will be offered in the absence of your staff card. If you are offered complimentary drinks for any reason they will be provided by the management or by presentation of your staff card at the bar. The Boulevard is a cashless venue.

The local area

Shops

- Tesco; Dean Street, Soho, London W1D 3RF; Opening hours: Mon-Thurs 6am-11pm, Fri 6am-12am, Sat 24 hours, Sun 12pm-6pm

Medical

- NHS Walk-In; 1 Frith Street, London W1D 3HZ; Opening hours: Mon-Fri 8am-8pm, Sat & Sun 10am-8pm
- Boots; 44-46 Regent Street, London W1B 5RA; Opening hours: Mon-Fri 8am-11pm, Sat 9am-midnight, Sun 12pm-6pm
- Watsons Pharmacy; 1 Frith Street, London W1D 3HZ; Opening hours: Mon-Fri 9am-6:30pm, Sat 10am-4pm, Sun Closed

Useful links

24-Hour Theatre Helpline

- <https://theatrehelpline.org/>; 0800 915 4617

Industry Minds (Mental Health support for those in Performing Arts)

- <https://industrymindsuk.wixsite.com/industryminds/about>

Samaritans UK

- <https://www.samaritans.org/how-we-can-help/contact-samaritan/>; 116123

