Patron Code of Conduct for the Hult Center

Mission & Vision Context

At the Hult Center, our vision is to be a dynamic hub, fostering connection, inclusion, creativity – where artists, audiences, staff, and community relationships thrive and everyone feels a sense of belonging. Our mission is to inspire creativity, support economic vitality, and bring people together through the power and possibility of the arts.

Introduction

We strive to foster a welcoming, inclusive, and inspiring community centered though a shared experience of live performance—celebrating diverse ways audiences engage while maintaining an environment that honors the artists and their craft.

Our Way Forward

We do not enforce zero-tolerance for audience behavior as we recognize that each patron is an individual with their own personal definitions of respectful behavior. Instead, we use a contextual, equity-informed approach:

- Front-of-house staff evaluate behavior according to its real impact on the shared environment. Decisions are not based on individual patrons' personal tolerance or preferences
- One patron's discomfort does not automatically define disruption
- We expect all patrons to refrain from engaging in any activity of conduct that is prohibited by federal, state statutes, City of Eugene codes and/or ordinances or posted signage
- Staff intervention begins with compassionate dialogue
- Removal from the venue is always a last resort

Welcome & Encouraged Behaviors

- Audible reactions such as laughter, gasps, cheers, or a heartfelt affirmation
- Cultural and personal expressive traditions
- Natural responses from children, including quiet comments
- Occasional human sounds that are not sustained. Example, a cough (occasional) vs snoring (sustained)
- Consuming food & beverage in a responsible manner: unwrapping candy prior to the performance, monitoring behavior related to alcohol consumption

Examples of Disruptive Behavior (Not Exhaustive)

- Repeated loud talking or shouting
- Sustained noise drawing focus away from performers
- Harassment, biased remarks, hostile interactions
- Device-related disruptions like bright lights or ringing. This includes not adhering to photo/video policies
- Not sitting in your assigned seat or not following late seating policies
- Safety hazards such as blocking aisles

Staff Procedure

1. Monitor audience needs
2. Engage respectfully
3. Assess interference
4. Resolve or escalate to Head Usher, if needed
5. Head Usher to resolve or escalate to Director of Guest Services or Managing Director, if needed
6. Call 911 in any emergency situations

Assistance & Accessibility

Staff are available to help with comfort, safety, and accessibility.