

Performance Facilities FAQs

1- Where is available parking for performers, guests, and others?

Parking for Performance Facilities is available in the Student Services Parking Garage, on the corner on Ian Macdonald Blvd and Fine Arts Road, located across from the South East doors of Accolade East Building. The Pond Road East Lot, and the Sentinel Road East Lot are permit parking only, and all violators will be ticketed. For more information about parking in campus please visit: <https://parking.info.yorku.ca/>

2- Can I park for free?

Unfortunately, free parking is not available on the York University campus. Parking in an undesignated spot or without paying for parking may result in a fine.

3- Can I park behind the Theatre (by the loading dock)?

The loading dock is available for pick up and drop off of scenery and props only, and a 10-minute maximum is placed on vehicles loading or unloading. Parking on the loading dock of the theatre is strictly forbidden, and violators may be towed, however, with prior arrangement cube vans or other larger vehicles may be allowed to park in the loading dock. Please contact Performance Facilities at perform@yorku.ca to arrange for the proper parking permits.

3a- Bus & large vehicle parking

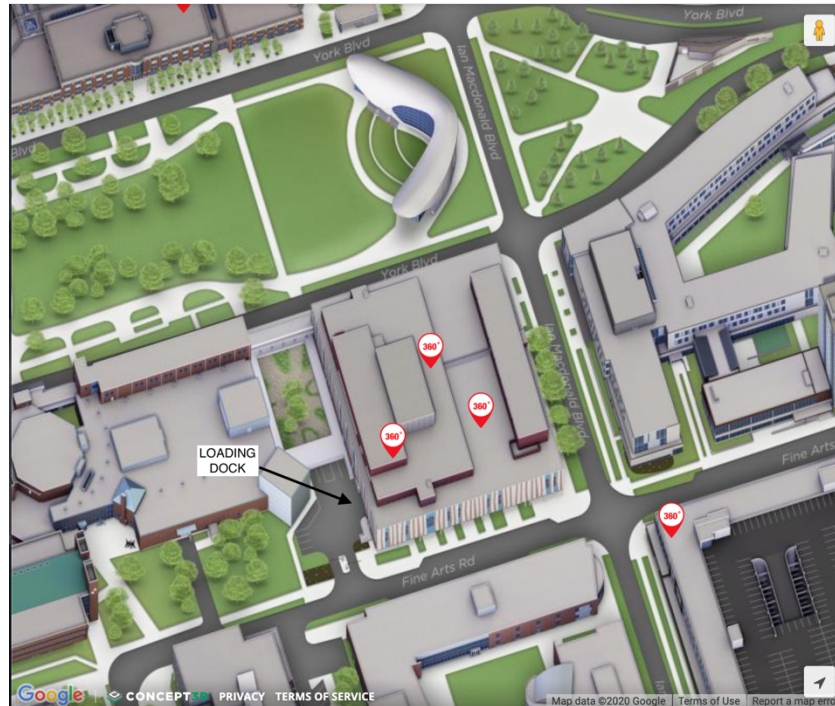
Performance facilities can arrange for large vehicle parking. Arrangement will need to be made well in advance with Performance Facilities. Please contact perform@yorku.ca for large vehicles parking arrangements.

4. What is the address of the Accolade East Building?

The Accolade East Building is located at 83 York Blvd, North York, ON M3J 2S5.

5- How do I load in my props and set pieces?

To access the loading dock gate, press the buzzer to page parking services, and inform them that you have a delivery or drop off for the Theatre. The attendant will open the gate. Back up to one of the 3 available loading docks. A Performance Facilities Technician will then help open the loading door and assist with unloading. L-Dollies, if available, are provided free of charge for your convenience to load and unload trucks.



6- How do I get to the backstage hallway?

The backstage hallway is accessible from the North and South of the Accolade Building. Access to the hallway is also available from the loading dock.

7- Where are the main dressing rooms located?

Most change rooms are located in the basement. Stairs to dressing room locations are in the back hallway next to the production office, between the stage left and stage right entrances.

8- Where are the closest washroom facilities backstage?

Washrooms are located in all dressing rooms. On stage level, there is a single washroom beside the loading dock and a single washroom backstage of Tribute Communities Recital Hall. All washrooms are accessible to those with mobility issues.

9- Is it possible to have quick-change booth?

Yes, if requested in advance, a quick-change booth can be set-up by Performance Facilities Technicians on Stage Right.

10 - Is there Wi-Fi?

Yes, Performance Facilities has free WI-FI provided by York University. Select "AirYorkGUEST" as your Wi-Fi connection and follow the instructions. Should you need more information on how to connect, please visit:

<http://staff.computing.yorku.ca/internet-access/wireless-access/airYork-guest/> for a step by step guide.

11 – Are food and drink allowed in the theatre?

With the exception of water, all food or drink is **prohibited** in the House and on the stage. Food and drinks are allowed in the lobby, the backstage hallway and dressing rooms. This includes coffee and tea.

12- Where is the closest place to get food in the vicinity?

The Following is available on campus:

Victor Phillip Dahdaleh Building. South West of Accolade East, on corner of Fine arts Road and Atkinson Rd. ***Hours may vary from day to day***

Seneca at York. Located Directly South of Accolade East Building and at the corner of Fine Arts Road and Ian Macdonald Blvd. ***Hours may vary from day to day***

York Lanes and Student Centre. Located North of the Accolade East Building and across the Harry W. Arthurs Commons. ***Hours may vary from day to day***

The Quad. South West of Accolade East building on corner of The Pond Rd. and Sentinel Rd. ***Hours may vary from day to day***

Seymore Schulich Building. Located East of Accolade East building, on the corner of York Blvd. and Ian MacDonald Blvd. ***Open on weekends. Hours may vary from day to day***

For more information regarding food services please go to:

<https://www.yorku.ca/foodservices/catering/>

13 - Where is there an ATM to withdraw money?

Various ATM machines are located on the York University campus. The Following Banks and ATM Machines are available on campus:

Bank of Montreal ATM: Student services garage lobby and York Lanes.

Credit-Union Bank ATM: York Lanes

CIBC ATM: Centre for Film and Theatre

14- What are the box office hours?

Box office hours of operation vary. For events, the box office is open two hours prior to evening performances and one hour prior to matinee performances. The box office closes a half hour after performances begin. For listing of current hours, please visit:

<https://facilities.ampd.yorku.ca/home/contact-us/boxoffice/>

15. What is the capacity of the CIBC Lobby?

The CIBC lobby can hold up to 200 people comfortably for a pre or post show reception or for a lobby only event. Please note that the lobby is shared space between our two main venues (Sandra Faire and Ivan Fecan Theatre and Tribute Communities Recital Hall), as such there may be times when there are two events running simultaneously and the lobby will need to be shared between the two events.

16- Where are the closest washroom facilities for the audience?

From the lobby, the closest washrooms are on the basement level. When exiting the lobby, the central elevator will take you directly down to the washrooms or take the staircases located at

the north and south sides of the building. All washrooms are accessible to those with mobility issues. There also is an accessible washroom adjacent to the lobby.

17- What is considered proper Audience etiquette?

We ask that patrons be considerate of fellow audience members, and turn off all cell phones, pagers, iPads, and other electronic devices for the duration of the show. We also ask that you be considerate of those in the audience who may have allergies to perfumed fragrances.

18- Are patrons allowed to take pictures and video?

Yes; specific rules and regulations regarding photography and recording of a performance depends on the organizer of the event and will be communicated to the audience on event day. Arrangements for video and photography need to be made in advance of the event with either the Technical Services Coordinator or the Front of House Coordinator.

19- Is smoking permitted?

York University is a smoke-free, vape-free and scent-free campus. Smoking is only allowed outside of the building and is not permitted within 9 meters of any door. Following the regulations of the Smoke Free Ontario Act, and we ask that everyone dispose of their cigarettes properly before re-entering the building. Traditional use of tobacco and other sacred medicines by Aboriginal Persons is exempted from this policy, as outlined in the *Smoke-Free Ontario Act, 2017*.

20- In Case of an Emergency, who do I contact?

If the emergency is severe, dial 911, and contact a Performance Facilities Staff Member immediately.

21 - Where are the closest accommodations?

York University offers a variety of accommodations on campus. The closest location to the Accolade East building is the Seymore Schulich building, located on the corner of York Blvd and Ian MacDonald Blvd. For more information about all other available options please visit: <https://studenthousing.info.yorku.ca/>