

CLARENCE
BROWN
THEATRE
at the University of Tennessee®

*East Tennessee's
Professional Regional Theatre*



**2018.2019
SUBSCRIBER HANDBOOK**

clarencebrowntheatre.com

2018

Candide

CBT Mainstage

S	M	T	W	T	F	S
AUG / SEPT			29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	2:00 pm 7:30 pm		Talkback after matinee Open Captioned			

Alias Grace

Carousel Theatre

S	M	T	W	T	F	S
SEPT / OCT			26	27	28	29
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	2:00 pm 7:30 pm		Talkback after matinee Open Captioned			

The Santaland Diaries

Carousel Theatre

S	M	T	W	T	F	S
NOV / DEC			14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	2:30 pm 8:00 pm		Talkback after matinee Open Captioned			

A Christmas Carol

CBT Mainstage

S	M	T	W	T	F	S
NOV / DEC			29	30	1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
2:00 pm 7:30 pm		Talkback after matinee Open Captioned				

Note the later start time for this production.

2019

King Charles III

CBT Mainstage

S	M	T	W	T	F	S
FEB			6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	2:00 pm 7:30 pm		Talkback after matinee Open Captioned			

Detroit '67

Carousel Theatre

S	M	T	W	T	F	S
FEB / MAR			27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	2:00 pm 7:30 pm		Talkback after matinee Open Captioned			

The Real Inspector Hound

Lab Theatre

S	M	T	W	T	F	S
MAR / APR			27	28	29	30
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	2:00 pm 7:30 pm		Open Captioned Talkback after matinee			

The Madwoman of Chaillot

CBT Mainstage

S	M	T	W	T	F	S
APR / MAY			24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	2:00 pm 7:30 pm		Talkback after matinee Open Captioned			

PARKING

McClung Tower Parking Garage

We encourage all patrons attending CBT productions to park in the upper level McClung Tower Parking Garage on Volunteer Blvd. It's Free! We reserve this garage exclusively for you for each performance and place parking flags in front of the entrance so you don't miss it. **A CBT window cling was included in the packet you received in the mail. Please put this cling in your vehicle windshield so that our parking attendants can identify you as a subscriber.** Once you park in the garage, take the elevator at the back of the garage to the 1st floor, walk straight ahead, exit the Humanities Building, and the Clarence Brown and Carousel Theatres are in front of you. It's less than a five- minute walk. Please be aware that there are two sets of stairs between the Humanities Building and the theatre plaza.

**GPS address for McClung Tower Parking
1215 Volunteer Blvd., Knoxville, TN 37916**

***NOTE:** The Clarence Brown only provides free parking in McClung Tower for the CBT's regular season. Parking arrangements for other events held at the CBT are the responsibility of the individual event organizer and the UT Parking Office. Please inquire about specific parking arrangements for your event when purchasing your tickets.*

Parking Staff Lot 23

Parking in Staff Lot 23 is often extremely limited due to campus activities. VIP parking for patrons with VIP passes is located in Staff Lot 23 immediately adjacent to the theatre.

**GPS address for Accessible and VIP Parking
1714 Andy Holt Ave., Knoxville, TN 37916**

Accessible Parking

If you have a government-issued handicap parking placard, reserved spaces are available in Staff Lot 23 immediately adjacent to the theatre, located behind the Carousel Theatre and near the accessible entrance. Please inform the **House Manager** at **(865) 974-8287** if you require special assistance entering the building. Accessible parking is limited and available on a first-come, first-served basis. The best place to drop off patrons with mobility issues is at the corner of Melrose Place and Andy Holt Ave., right beside the Lab Theatre.

View a detailed campus map [here](#).

BOX OFFICE

The Box Office is located in the main lobby of the Clarence Brown Theatre. Ticket clerks are available Monday through Friday from noon to 5pm and two hours prior to curtain for CBT productions. You may reach the Box Office at **(865) 974-5161** or **box_office@utk.edu**.

Additional Ticket Purchases

As a subscriber, you receive an exclusive discount when purchasing additional tickets to any regular CBT performance. Discounts are applied to the regular adult ticket price. Call the CBT Box Office **(865) 974-5161** to take advantage of your discount.

Ticket Exchanges

Tickets may be exchanged to another performance of the same show (pending seat availability) up to 24 hours prior to your scheduled performance. Ticket exchanges are reserved solely for you, the subscriber. Ticket exchanges may be subject to an upgrade fee if changing to a different subscription level. Unfortunately, we cannot exchange tickets after a performance has taken place.

Ticket Insurance

All tickets ordered in advance come with free ticket insurance. If your tickets are lost or stolen, simply notify the Box Office **(865) 974-5161**. New tickets will be printed and the old ones will be cancelled so that nobody else can use them. ID may be required.

Ticket Donation

If you are unable to attend a performance, donate your ticket(s) by contacting the Box Office **(865) 974-5161** *at least 24 hours prior to the performance*. The UT Foundation will send a letter documenting the amount of this donation to you in the mail. Donation credit may only be redeemed by the purchaser.

Wait List

A first-come, first-served wait list will begin 45 minutes prior to curtain for sold-out performances. Should seating become available through ticket donations or other means, these seats will be released based on the order of the wait list. Wait list seating is not guaranteed. Patrons who receive wait list tickets will be seated at the discretion of the House Manager and may not be seated until after the production starts.

Will Call

Will Call for the Mainstage and Carousel Theatre is located at the Box Office in the main lobby of the Clarence Brown Theatre. Will Call for Lab Theatre productions is located in the lobby of the Lab Theatre. Tickets must be picked up from Will Call by the beginning of the performance. Tickets remaining at that time will be released to accommodate patrons on the waiting list.

Group Discounts

Discounts are available for groups of 15 or more for all performances. Groups are able to make a deposit-free reservation; however, payment is required two weeks prior to the performance. To place a reservation or purchase group tickets, call or visit the CBT Box Office **(865) 974-5161** during regular business hours.

PATRON SERVICES

Our team of Patron Service Associates, Box Office Ticket Clerks, and wonderful volunteer Ushers are here to make your theatre experience both safe and enjoyable. If you have any questions about our services, the production, or the theatre, please contact the Box Office Monday through Friday from noon to 5pm at **(865) 974-5161** or email **box_office@utk.edu**.

The Box Office will discontinue phone service 45 minutes prior to curtain to allow our personnel to serve patrons at the ticket windows. In case of emergency, our staff and patrons may be contacted by calling the House Manager at any time during a performance. To reach the House Manager, please call **(865) 974-8287** or email **housemanager@utk.edu**.

HOUSE RULES

Cameras and Recording Devices

In accordance with federal law, audio and visual recording devices of any kind (including all cameras) are strictly prohibited in our theatres. Patrons violating this law will be asked to leave.

Cell Phones and other Electronic Devices

Please turn off, rather than silence, all cell phones and other electronic devices. In addition to distracting those around you and disrupting the performance, these devices can cause interference with our wireless microphones and other wireless production equipment. If you phone or text during the performance, the House Manager will ask you to leave the theatre.

Food and Beverages

Concessions are available in the main lobby before CBT and Carousel performances and during intermission for all performances. With the exception of bottled water, the CBT travel mug, and our official CBT lidded cups, food and beverages are not permitted inside any of our theatres.

Children

We are unable to admit children under five (5) years of age* to any performance. Additionally, fire codes require that every patron have a ticket — lap-seating is strictly prohibited. Children under the age of 16 must be accompanied by parent or chaperone. Some productions may not be appropriate for children of all ages. Guidance to age-appropriateness can be found on our website, most marketing materials, or by calling the Box Office at **(865) 974-5161** or emailing **box_office@utk.edu**.

**Under four (4) years of age for A Christmas Carol.*

Smoking

Smoking of any kind - including vaping or the use of e-cigarettes - is prohibited in and on all University Property.

POLICIES

Late Seating

Evening shows begin promptly at 7:30pm and matinees at 2:00pm*. We encourage you to arrive by 7:00pm for evening performances and 1:30pm for matinees. Seats are guaranteed until show time.

Please note that evening shows of **The Santaland Diaries begin at 8:00pm and matinees at 2:30pm.*

For your safety and to avoid disturbing other patrons, latecomers will be seated at the discretion of the House Manager and may be placed in alternative seating. In rare instances, show conditions can prevent us from admitting audience members until intermission. We encourage all patrons to arrive early to ensure seating and a prompt start time.

Emergencies

We encourage you to report emergencies, safety hazards, and any other concerns to our ushers, Patron Services team members, or House Manager. During performances, the House Manager is located in the theatre lobby. To reach House Management at any time, call **(865) 974-8287**. Before you leave for your night at the theatre, be sure to leave the name your tickets are under, your seat number, and the House Manager phone number **(865) 974-8287** with the baby-sitter or loved one just in case you need to be reached during a performance.

Inclement Weather

In rare instances, inclement weather may cause us to cancel a performance. If that happens, we will attempt to announce via local media outlets, through social media, on our website home page, and by recording an announcement on the Box Office phone at **(865) 974-5161**. If a show is cancelled, you will be contacted by the Box Office staff for new accommodations.

Severe Weather

Our staff monitors the weather so that you don't have to. Should a watch or warning be issued while you're with us, we'll make announcements as appropriate to keep you informed.

Title and Scheduling Changes

We make every attempt to adhere to the production schedule described in our season brochure; however, we reserve the right to make title and schedule changes due to any unforeseen circumstances. Refunds will not be issued due to a change in a production's title or performance schedule.

Firearm Policy

Firearms are not permitted in the theatre.

(Source: Tennessee Code Annotated § 39-17-1309(e)(9)(C)(v)(a))

ACCESSIBILITY

We are dedicated to making the magic on our stages accessible to everyone. Below is a list of the accessibility services we offer. You can also visit clarencbrowntheatre.com/access for more information about our accessibility services. *Additional accommodations can be requested with at least 30 days notice.*

Automatic Doors

Powered doors are located on the South (Left) side of the main lobby at both the main entrance and at the side accessible door of the CBT, nearest to the accessible parking area.

Accessible Restrooms

We are excited to announce the completion of our new Accessible and Family restrooms! These restrooms are located on both sides of the Main Lobby in the CBT. All restrooms are fully accessible to patrons in wheelchairs. In addition, two private restrooms located in the lobby are available for patrons who require assistance.

Accessible Lifts

New passenger-operated lifts have been installed on both sides of the main lobby to help you easily access the Box Office, concessions stand, restrooms, and accessible seating areas. You may call the House Manager **(865) 974-8287** ahead of time if you need assistance operating the lift, or alert one of our volunteer ushers when you arrive to the theatre. The dimensions of the semi-enclosed lift are 36" x 54". Entrance to the lift is through a 33" wide door. The lift can accommodate up to 750 pounds.

Accessible Seating



The CBT, Carousel, and Lab Theatres all feature wheelchair accessible seating. If you require accessible seating, call the Box Office **(865) 974-5161** and a ticket clerk will be happy to discuss our available options. If you would like additional assistance when you arrive at the theatre, please contact the House Manager **(865) 974-8287 at least 24 hours in advance** and we will assist you. Based on your individual needs and preferences, you may also elect to transfer to a theatre seat from a walker, wheelchair, or scooter. Due to fire codes, unoccupied walkers, wheelchairs, and scooters will be stored in the lobby by our House staff and can be returned to you by an usher at any time.

Assistive Listening Devices



The CBT Assistive Listening System features both headset-style and induction-loop Assistive Listening Devices (ALDs). ALDs are available on a first-come, first-served basis, free of charge. For the CBT Mainstage and Carousel, ALDs are available at the Concessions Stand. In the Lab Theatre, ALDs may be obtained from the Box Office in the Lab Lobby.



Deaf Night at the Theatre

This season we will offer two Deaf Nights at the Theatre:

***A Christmas Carol*, Tuesday, December 4 at 7:30pm**

***The Real Inspector Hound*, Tuesday, April 2 at 7:30pm.**

These special events are produced through a partnership with UT's Center on Deafness and are designed to be fully accessible for members of the Deaf community. More than a dozen interpreters are stationed throughout the facility and two teams interpret the production. To order single tickets in the interpreted section seating, contact the Box Office **(865) 974-5161** or email **housemanager@utk.edu** as this is not available online.

Sign interpreting is also available by request for all productions produced by the CBT. To request interpreting, please call the House Manager (865) 974-8287 or email housemanager@utk.edu no later than 30 days before the performance you would like to attend. ***Requests with less than 30 days' notice may not be accommodated due to interpreter availability.***



Open Captioning

Open Captioning is a text display of all of the words and sounds heard during a production — very similar to closed captioning on your TV. Whether you just miss a single word or you have hearing loss too severe to benefit from the use of assistive listening devices, Open Captioning can keep you from missing out. The first professional producing theatre in Tennessee to offer this service, the CBT brings this service to you free of charge. Open Captioning will be available on our 3rd Sunday matinee for each of our 2018/2019 productions. For specific dates, please visit clarencbrowntheatre.com/open-caption or contact the Box Office for additional information at **(865) 974-5161**.

Candide - September 16, 2018

Alias Grace - October 14, 2018

The Santaland Diaries - December 2, 2018

A Christmas Carol - December 16, 2018

King Charles III - February 24, 2019

Detroit '67 - March 17, 2019

The Real Inspector Hound - April 14, 2019

The Madwoman of Chaillot - May 12, 2019

CBT VENUES

Clarence Brown Theatre

The Clarence Brown Theatre (CBT) is a proscenium theatre located in the center of the UT Knoxville campus. Built in 1970, it was designed as both a large-scale movie house and a theatre — a fitting homage to its principle contributor, the distinguished film director and UT alumnus, Clarence Brown. All seating is reserved.

Ula Love Doughty Carousel Theatre

The oldest continuously operated theatre in-the-round in the US, the Carousel Theatre was constructed in the early 1950s and named for CBT benefactor Ula Love Doughty. It is an arena theatre with flexible seating for approximately 350. All seating is general admission.

Lab Theatre

The Clarence Brown's Lab Theatre is a thrust-proscenium style theatre located in the center of the UT Knoxville campus. Built in 1970 as part of the larger CBT building, the Lab was designed as both a theatre and to function as a classroom space for the department's acting classes. All seating is general admission.

CBT History

The CBT is home to the Clarence Brown Theatre Company, the Department of Theatre, and a number of undergraduate performance groups. Our season offers a varied repertoire of plays and musicals featuring nationally renowned guest artists. The University of Tennessee is one of only 13 universities nationwide affiliated with the League of Resident Theatres (LORT). This professional theatre affiliation allows students regular opportunities to work alongside professional actors, directors, designers, and artists from all over the globe.

Department of Theatre

Theatre on the campus of the University of Tennessee has enriched the cultural life of our region and enhanced the learning experiences of students for several decades. This vital blend of professional and educational theatre creates a challenging obligation and an exciting opportunity to present you and our students a diverse range of dramatic material. Plays that are new or seldom produced are combined with favorite comedies, musicals, and dramas of the classical and contemporary theatre. Each year, our season is carefully selected to fulfill both our educational and entertainment missions.



*East Tennessee's
Professional Regional Theatre*



1714 Andy Holt Ave. (*physical address*)

206 McClung Tower (*mailing address*)

1215 Volunteer Blvd. (*parking address*)

Knoxville, TN 37996-0420

Box Office: **(865) 974-5161**

box_office@utk.edu

clarencebrowntheatre.com