Dream Think Speak

SHOW REPORT – ‘ONE DAY, MAYBE’

PERFORMANCE : 32 DATE : 28.09.17

SHOW 1 : 18:00 ATTN. 30

SHOW 2 : 18:33 ATTN. 35

SHOW 3 : 19:06 ATTN. 37

SHOW 4 : 20:15 ATTN. 37

SHOW 5 : 20:48 ATTN. 37

SHOW 6 : 21:22 ATTN. 38

ONE :

1. One Kpad re-revealed.

TWO :

1. A claustrophobic patron was walked round the Maze. No issue in the Cells.

THREE :

1. One Kpad re-revealed.

FIVE :

1. One Kpad re-revealed.
2. One Kpad reconnected to server as it was stuck on live beacon.
3. Code Blue was called in the car park. The patron was not happy with the raised voices and being told what to do. He mentioned having a refund so Mx Hirst accompanied him to the cloakroom and tried to explain how he could gain a refund. He said the show had gone from “fun to authority” and that he “didn’t do authority” and he “didn’t do raised voices.” Our security guard assisted and asked him to lower his voice in consideration for other patrons as he was raising his voice to Mx Hirst. The patron requested documentation to prove he had attended so Mx Hirst wrote a note including the date and her name/position. The patron’s wife had the electronic ticket on her phone. As she had continued with the show it was not possible to show him the Hull 2017 website or to give full details on how to gain a refund, so Mx Hirst wrote that details would be available on the Hull 2017 website. The ticket had been booked by their daughter and as he refused to give Mx Hirst his name we have no contact details. He moved to the exit to wait for his wife. Given his level of dissatisfaction it was not considered appropriate to reintroduce him to the show in the Jesa. He expressed that he had “gone through some things” in his life and that no one of his generation “does authority.” Many thanks to our security guard and the ushers present at this time. It was not a pleasant experience.

SIX :

1. The wifi connection dropped out so the shop concealment did not function correctly.
2. Code Blue called in the car park but no action necessary.

NOTES

1. Ms Spencer was ill and sent home. Her cues were covered by Mx Hirst.
2. Ms Newell was also sent home during the performance (personal issues and illness). Her cues were covered by the rest of the team.
3. A webcam in the VR units needed to be replaced.
4. A toilet on the 3rd floor (ladies) is blocked. Mx Hirst will call a plumber in the morning.

Many Thanks

Jay Hirst

CSM