

ICE Visit Guide (Venue Staff)

If ICE or another government agents arrive at work, **The goal is to keep everyone as calm and safe as possible**

Before every show Managers will identify a designated manager to serve as a liaison and accompany agents should they arrive at our venue, and a manager to coordinate operations with the staff, Promoter Rep, and other key personnel. Bands will be apprised of our response plan in our standard pre-show security meeting.

1) If ICE arrives and wants to enter the venue

What managers will do:

- Immediately notify the Promoter Rep on duty
- Calmly and professionally ask the agents why they are there, what agency they represent, and whether they have a warrant
- If so, check what type of warrant it is, and request a copy/photo of the warrant
 - Managers will not consent to entry unless ICE has a judicial warrant (signed by a judge), and have been trained on the difference between judicial and administrative warrants
- Stay with agents if they enter legally or illegally
 - Managers will not allow agents to wander unescorted
- Document what happens
 - Names, badge numbers, actions taken, and what areas were entered

What you should do

- If agents come to your door, ask them to wait so you can contact your supervisor, and then immediately let Management know
- Help maintain a calm environment for everyone's safety
- Do NOT panic or encourage anyone to run/push
- Remain attentive to management for instructions
- Ensure all exits are clear in case of an evacuation

- Document activities from a safe distance
- Remain silent. Do not answer any questions posed by agents

What Promoter Reps will do

- Coordinate with key onsite leadership (Ops Manager / Artist Rep / Stage Manager)
- Stop the show if necessary
 - House lights will come on
 - Sound will be cut
 - The artist will leave the stage and shelter in the dressing room or their tour bus
 - A public announcement will be made to guests (via FOH/Stage Manager) encouraging them to remain calm
 - Prepare for a potential evacuation scenario

What you should do in an evacuation scenario

- If a situation escalates, leadership may shift into evacuation protocol
- Stay calm, stay alert, and follow instructions
- Follow emergency response plan responsibilities as outlined in the venue-specific guides (HotSchedules Library)