

## INCIDENT REPORT

BEETLEJUICE – Buell Theater, September 10, 2023

### NARRATIVE

Lower director (NAME REDACTED), received three different complaints about the patrons sitting in Orch C Row E seats 1 and 2 that they were vaping, singing, causing a disturbance. (NAME REDACTED) radioed for support and supervisor Jorge, Roxanne, and I respond to the location.

The patrons were not at their seats when we arrived, and we waited until they returned. Once the patrons returned, I informed them that our usher team had noticed vaping and also that they were causing a disturbance for the area with noise, singing, using their cell phone, and that they need to be respectful to their neighbors.

Since, there was already multiple complaints, I informed the patrons that if there was another issue that they would be asked to leave. The patrons were argumentative. Saying they were in concert with everyone around them. I again informed them it was a group experience, and they would be asked to leave if they continued.

About 5 minutes into Act II, (NAME REDACTED) radios that there has been another complaint about the patrons being loud and at the time were recording.

I informed security manager (NAME REDACTED) that the patrons were going to be asked to leave and he accompanied me to the Lower B vestibule. (NAME REDACTED) contacted DPD and directed the

to the location, but DPD took some time, so we meet them in the lobby.

I entered the house and told the patrons that I needed to speak to them outside the theatre. Supervisor (NAME REDACTED) was inside the house and observing and accompanied me while I spoke to the patrons. They told me they would not leave. I told them that they need to leave the theatre and if they do not, they will be trespassing. The patrons said they would not leave. I told them I would going to get Denver Police. They said go get them.

I walk out into the vestibule and radioed for support. (NAME REDACTED) has the officer on their way. The patron left the theatre on their own. (NAME REDACTED) said he told them they could get banned and they exited.

I speak to the patrons in the vestibule, again telling them they have to leave the property and they argue. They say stuff like “do you know who I am” “I am on the board” “I will be contacting the mayor.”

I escort them with security and DPD to outside the doors to the galleria and asked DPD to monitor them until they left the property, and they left after a couple of minutes.