

# Yondr Venue Guide

## Overview

### **What is Yondr?**

Yondr creates phone-free spaces for artists, comedians, teachers, organizations and more. The Yondr system is a simple solution to a technological problem that allows you to maintain possession of your phone at all times.



*The Yondr case and unlocking base*

### **What is a phone-free show?**

At a phone-free show, artists and audiences can enjoy the performance in the moment and without distraction, creating a better experience for everyone. No cell phones, smart watches, cameras or recording devices are permitted in the performance area

### **How does it work?**

Upon arrival at the venue, all phones and smart watches are placed in Yondr cases by our staff and will be unlocked at the end of the show. Guests maintain possession of their phones at all times. Guests may access their phones in the designated Phone Use Areas throughout the venue at any time during the show.

# A PHONE-FREE SHOW

## HOW THIS WORKS



①

### CASE

As you enter the venue, your phone will be placed in a Yondr case.



②

### LOCK

Once inside, the case will lock. You'll keep your phone throughout the show.



③

### UNLOCK

To use your phone, tap it on any unlocking base in the lobby.

**VIDEO:** [Locking the case](#)

**VIDEO:** [Unlocking the case](#)

**VIDEO:** [Yondr and Dave Chappelle in DC](#)

### Yondr Will Provide:

- At least one on site tour manager to manage implementation
- An ample number of Yondr cases, unlocking bases, collection hampers, and tote bags for your venue's capacity
- Staffing requirements and suggested partners or staffing solutions to ensure success
- A comprehensive ingress & egress plan based on your venue layout
- Marketing copy and suggested pre-show fan advisory timelines

### What Yondr Requests From You:

- 1.5' x 6' tables for each entry line at ingress
- Barricade or stanchion for Phone Use Areas
- Diagrams or photos of all entries and exits along with information on your venue's standard ingress / egress flow
- A meeting time with the security team to discuss the ejection policy agreed upon between Yondr and the tour
- Security deployments and confirmation of guards in the performance space who will be able to look for phones inside the venue

### Day of Show

## **Walk through and set up**

- Your Yondr advance contact will schedule a walkthrough of the venue to look at the ingress points, phone use areas and assess the best placement of staff for egress.
- Please confirm the run of show and point out any early opening bars or VIP areas so that all points of entry are staffed before the public enter the building.
- We have found that the ideal set up for the Yondr process includes one Yondr table per security line with each table running lengthwise with the line.

## **Staff arrival: Set up and briefing**

- Early arriving load-in staff will help the on-site Yondr manager(s) distribute the cases to the entrance(s), set up our tables, put out our informational signs and prepare for the event.
- All Yondr staff will be required to attend a briefing on the use of Yondr and advice required to work safely and effectively as part of the Yondr team for the event.
- The Yondr tour manager for the event will need to meet with the head of security and would like to attend the security briefing. You will be asked on the venue advance to advise on security staffing numbers and deployments. We will need to confirm that there will be roaming security guards in the venue who are aware of the ejection protocol if they see a phone.

## **Ingress:**

- All staff are briefed on the Yondr process by a Yondr manager before doors. Yondr staff will be placed at each entrance in the same number of lines as existing security.
- The recommended entry process is Ticket Scanning, followed by Yondr phone locking, followed by security.
- The patrons' phones are locked in the Yondr cases at the table upon entry and immediately returned to the customer.
- Patrons can access their phones by visiting a Phone Use Area within the venue. We will place these areas based on space and your recommendations.
- Patrons are requested to place their mobile devices on "Silent", "Vibrate" or "Airplane" mode prior to securing in a Yondr pouch.

## Phone Use Areas

These are areas where people can unlock the cases and use their phones within the venue. We will set up an appropriate number depending on capacity, layout etc. We will require bike rack or stanchion to create the space, ideally in a corner or against a wall. We try to keep these fairly small with barrier available to expand if required. We have signage and the areas are generally staffed by one to two people to make sure all the cases are re-locked before patrons leave the area.

## During the show: Staff stay aware and visible

After all patrons have entered the venue, supervisors will organize for staff to be deployed with bases by emergency exits. Breaks should be available on rotation during this period.

## Egress: Unlocking cases

- All entry tables can be removed once patrons are finished entering the venue. They will not be required by Yondr at exit. The placement for the staff with the handheld unlocking bases (no tables are used) for egress needs careful consideration to avoid any bottlenecks or accumulation on stairs. Your assistance with information regarding the usual flow of people would be appreciated.
- We will have a briefing following the completion of ingress to instruct our staff on the egress plan, deploy staff, and place hampers for case collection.
- On leaving the auditorium the customers will touch a handheld unlocking base with the Yondr case, remove their phone as they continue towards the exit and drop the empty case in the hampers. This process is very quick, generally much swifter than an egress without Yondr, as people are excited to be reunited with their phones.

## Unlocking method



*tap the case against the unlocking base*

## **Sort and Pack after egress**

After all patrons have left the venue, hampers need to be brought to an area or areas where they can be sorted into M & L sizes, re-packed into hampers and placed back in road cases or boxes for shipment. These need to go back to the loading bay or the pre-arranged pick-up location. This process usually takes around 30 minutes. We need all staff to remain on-site until the pouches are sorted and packed. We will arrange in the advance for a few staff to remain around 20 minutes longer than this to move our road cases to the loading dock or shipment boxes to the pick-up location.

## **Yondr venue staff in the event of an evacuation**

- In the event of an evacuation or a major incident Yondr staff should evacuate with the public by the appropriate exit routes. If safe to do so they will take unlocking bases with them, but individuals should focus their attention safe evacuation first and foremost.
- Yondr staff should evacuate with the public a safe distance from the venue beyond expected cordons at which point they may unlock cases should the public require it. This will be communicated to venue / location management and staff during safety and security briefings.
- After opening any pouches possible from the remote location Yondr venue staff should meet to be checked in as OK. This rendezvous location will be communicated at our pre-show briefing.
- In the event of an “inward evacuation” (eg. to an internal protected space) Yondr will be advised on the procedure by venue management. This may involve a sweep of the venue with unlocking bases or operating nominated unlocking areas.
- Yondr bases will also be provided to venue / location staff such as the Event / Duty Manager, Head of Security, Control Room, Medical Room etc. to have on hand in case of an emergency.

## **Yondr Contacts**

Travis Bill - Production Manager - [travis@overyondr.com](mailto:travis@overyondr.com) - 925-330-5950

Ariana Katechis - Production Coordinator - [ariana@overyondr.com](mailto:ariana@overyondr.com) - 832-641-7883

Kelly Taylor - Marketing - [kelly@overyondr.com](mailto:kelly@overyondr.com) - 980-322-5615

Francesca Stabile - Artist Relations & Partnerships - [francesca@overyondr.com](mailto:francesca@overyondr.com)

## **FAQ from Patrons**

- **“I have a babysitter at home—where can I check my phone?”**  
or  
**“I’m on-call for work—where can I check my phone?”**  
Let patrons know to set their phone to vibrate prior to locking their phone in a Yondr case. They will be able to feel the phone vibrate through the Yondr case and may use their phone throughout the night at designated Phone Use Areas in the venue.
- **“What happens if there is an emergency in the venue and I can’t access my phone?”**  
All venue staff and security have cell phones and radios. Should an emergency occur, they are trained to implement and execute safety and emergency procedures. Guests should follow all venue instructions and evacuate immediately in the case of an emergency. Yondr Venue Staff will have hand-held unlocking devices outside at a safe distance from the venue.
- **“I didn’t know that no phones are allowed. What if I don’t want to do this?”**  
This is the show policy, and as a result we cannot allow entry to any guests with cell phones or smart watches if they are not secured in a Yondr case.
- **“Will the pouch affect my phone in any way?”**  
No
- **“My watch doesn’t record so I don’t want to put it into the pouch”**  
Most smart watches actually do have audio recording capabilities, and therefore the artist has requested that we lock these up as well. Fitbits and other wellness devices do not need to be locked up.
- **“My ticket is on my phone”**  
It’s preferable to have a hard ticket for entry, but Yondr staff will be standing by to unlock your phone so you can access your mobile ticket in order to enter the venue.

## **FAQ from Staff**

- **“Can I use my phone?”**  
All venue staff and security have cell phones and radios. Should an emergency occur, they are trained to implement and execute safety and emergency procedures. However, you absolutely must not use or even look at your phone within the auditorium or in any areas in which patrons cannot access their phones. Any staff seen with phones out will be ejected, any found to have recorded the show will have the

information deleted and will be immediately sent home and staff supervisors will be informed.

- **“Can I go home straight after the show”**  
We need about 30 minutes of your time after the show to sort and pack.
- **“Someone just left a large bag in the foyer”**  
Report any suspicious activity or unattended items immediately to the nearest security supervisor or Yondr manager even if it means leaving your position.
- **“What should I wear?”**  
All staff should wear a black shirt and black fitted jeans. Comfortable shoes (preferably black), no rips, tears, logos, or hats. Please bring layers in case you are positioned outside or near an outside door.
- **“What if I get any aggressive patrons that don’t want to use Yondr?”**  
Please respectfully ask the patron to stand to one side and find your supervisor or a Yondr Manager to handle talking to the customer.
- **“What if I see someone with a phone out of a pouch somewhere inside the venue?”**  
Patrons should never have phones out of a Yondr pouch within the venue unless they are in a designated Phone Use Area or the show is over. Please escort them to the Yondr station and inform a Yondr manager or supervisor. Depending on the tour’s policy, the patron should either be asked to leave or have their phone locked in a Yondr case before being allowed to return to the show.
- **“What happens if there is an emergency in the venue?”**  
In all cases Yondr venue staff with easy access to an unlocking base should take it with them and follow venue evacuation instructions leaving by the nearest available exit.
- **“What if someone has a really good reason to have their phone accessible”**  
There are rarely medical reasons why using the pouch is impossible for someone. However, if someone lets you know they cannot lock up their phone for an ADA reason, please call for a Yondr Manager to speak with them so they can handle the situation on a case by case basis. On occasion, Yondr Management will give out a Yondr Case Exemption wristband. These people plus staff and crew are the only people who are not required to put their phone in a Yondr case.