

Show Stop Procedure

Standon Calling 2026

DOCUMENT CONTROL

VERSION	DATE	CREATED BY	APPROVED BY	SECTIONS AMENDED	DETAILS OF AMENDMENTS
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1. OVERVIEW - PERMANENT SHOW STOP OR TEMPORARY SHOW STOP

The 'Show Stop' or pause, is a rapid and controlled performance intervention to either prevent further risk, resolve a problem, or to initiate an evacuation. A show stop and evacuation are not mutually exclusive, and a show stop does not indicate an evacuation should occur.

Stopping an event in the middle of a performance can sometimes create unexpected problems such as crowd surges, violent behaviour and confusion and should only be used as a last resort if a situation or incident cannot be resolved whilst the event continues. A 'Temporary Show Stop' (or 'Show Pause') will result in the restarting of the show and is always preferable over a 'Permanent Show Stop' which results in the cancellation of the event.

2. ADVANCE PREPARATION

In advance of every show, the following should be undertaken by the team:

Production Manager:

- Ensure copy of policy is held by all stage managers
- Ensure copy of policy is held by all engineers
- Ensure cue cards are available to all stage managers Ensure cue cards are available to all engineers

Security Manager:

- Ensure copy of policy is held by all pit supervisors Ensure copy of policy is held by all response teams

Stage Managers:

- Ensure policy is read and understood by all stage team
- Ensure cue cards are at hand
- Brief all touring artists or their tour managers on the policy
- Setup a muted vocal mic stage left for announcements
- Agree an emergency lighting state with lighting team

House Engineer:

- Ensure policy is read and understood Ensure cue cards are at hand

Artist or Tour Manager:

- Ensure policy is read and understood
- Ensure artist is briefed on their role

3. STAFFING

The following people are able to initiate a Temporary Show Stop:

- Event Manager
- Production Manager
- Safety Officer
- Security Manager or Security supervisor for area/zone/stage/venue
- Event Controller
- Stage Managers
- Pit Supervisors
- Promoter / Festival Director

If peril is imminent, a member of this group may initiate an instant Temporary Show Stop without consultation from another member of the group, but must inform Event Control immediately. The above staff will be issued with a show stop card. Presentation of this card is proof of this authority (red card with the words 'Show Stop').

4. TEMPORARY SHOW STOP

Normal operations will be resumed following a Temporary Show Stop. Possible scenarios that may require a Temporary Show Stop include, but are not limited to:

- Short term power outage
- Crowd issues that are resolvable such as surges during certain parts of the set

Procedure For Temporary Show Stop

The Stage Manager will be responsible for enacting a Temporary Show Stop procedure upon request from any of the management team listed above.

Emergency response procedures for temporary show stop
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Responsible	Action
Stage Manager	Situation reported via face to face, radio, or phone
	Prepare to halt the artist either directly or via the tour manager (as agreed in advance)
	Ensure all technical crew are aware of the situation
	Standby and await further instructions
	When told by Event Control, stop the performance and make the announcement, OR use the artist to communicate with the crowd if it is a crowd issue. Ensure the artist is clear about the message before allowing the message to be broadcast (use cue cards)
	Check with engineer that channel is open on emergency mic
	When instructed by Event Control, make the announcements
	Escort artist off stage
	Await further instructions
<p>ANNOUNCEMENT 5 on the pre-scripted list:</p> <p>“Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and in the interests of audience safety you are required stay patient and remain where you are. The show will recommence shortly”</p> <p>If it is a stop for excessive crowd pressure for example, the following messages may be more appropriate.</p> <p>ANNOUNCEMENT 6 on the pre-scripted list:</p> <p>“Ladies and Gentlemen. For the safety of those near the front of the stage, please take 3 steps back. Thank you (Then commence counting to three slowly and repeat if necessary)</p> <p>ANNOUNCEMENT 7 on the pre-scripted list (if the stop is required for an electrical storm):</p> <p>" Ladies and Gentlemen, due to an imminent electrical storm we are required to temporarily close this stage. We will re-start as soon as the storm has passed. Please stay well away from metal structures and do not shelter under trees. If you decide to leave the arena, do not rush or push, consider the safety of the people around you."</p>	
Venue FOH engineer	Request from Stage Manager or Event Control to Temporary Show Stop
	Take control of mixing desk from touring engineer
	Ensure that emergency vocal mic is working and available for use.
	Once Event Control have given the go-ahead, fade down all channels except main vocal mic
	Await further instructions from Event Control
Touring engineer	If the House Engineer, Stage Manager, Event Director, Night Manager, Safety Officer or Head of Security asks YOU MUST HAND OVER THE MIXING DESK TO THE HOUSE ENGINEER IMMEDIATELY.
	Remove yourself to an area of safety via the nearest exit, following directions from the security or stewards

Incident Attendance

Where possible, a Temporary Show Stop should be attended by the Safety Officer, Event Manager, or Production Manager for assessment and to support the Stage Manager in the restart. The relevant person in attendance will depend on the incident scenario (e.g. Safety Officer for crowds, Production Manager for power etc.). If the situation escalates and this person is required to attend an Event Liaison Team (ELT) meeting, then this requirement overrides their need to be present at the site of the incident.

Temporary Show Stop Re-Start

If an incident has been resolved the show can be restarted once confirmation has been given from Event Control. Any person authorized to enact a Temporary Show Stop is also authorised to restart the show again, but only via Event Control who will confirm the impact has not caused issues in other areas of the site.

PERMANENT SHOW STOP

Normal operations will not be resumed following a Permanent Show Stop. Possible scenarios that may require a show stop include, but are not limited to:

- Severe and recurrent crowd issues
- Structural Collapse
- Fire
- Off-site events (Evacuation or Show Stop initiated by Emergency Services)

Procedure for Permanent Show Stop

The Stage Manager will be responsible for enacting a Permanent Show Shop procedure upon request from any of the management team listed in section 9. Please note that if peril is imminent, the Stage Manager may initiate an instant Temporary Show Stop but must inform Event Control immediately. This could then be escalated to a Permanent Stop should the situation require it.

Emergency response procedures for permanent show stop	
Responsible	Action
Stage Manager	Code Amber via face to face, radio, or phone
	Prepare to halt the artist.
	Switch to emergency channel if instructed (Channel one)
	Ensure all technical crew are aware of the situation whilst maintaining radio silence.
	Standby and await further instructions
	When told by Event Control, stop the performance, escort the artist off stage and bring up the house lights, blinders etc
	Check with engineer that channel is open on emergency vocal mic
	Make the announcement as per cue cards

	Evacuate the stage along with all technical crew, move to a place of safety and await further instruction
<p>ANNOUNCEMENT 4 on the pre-scripted list:</p> <p>Ladies and gentlemen, this is a security announcement. We are dealing with a minor incident and due to circumstances beyond our control it has become necessary to close the event early. Please leave using all available exits. Please do not run – leave calmly and follow instructions from the security and stewarding teams”</p>	
Venue FOH engineer	Request from Stage Manager or Event Control to Show Stop
	Take control of mixing desk from touring engineer
	Change to emergency channel if on radio, (Channel one)
	Ensure that emergency vocal mic is working and available for use.
	Once artists have left their positions on stage, fade down all channels except main vocal mic
	Move to a place of safety
Touring engineer	If the House Engineer, Stage Manager, Event Director, Night Manager, Safety Officer or Head of Security asks YOU MUST HAND OVER THE MIXING DESK TO THE HOUSE ENGINEER IMMEDIATELY.
	Remove yourself to an area of safety via the nearest exit, following directions from the security or stewards

Further notes

If the show has to be stopped, particular attention should be paid to the following:

- Termination of power supplies: Ensure that technical kit is not required to assist with the evacuation of the venue before terminating supply.
- Evacuation of Artist & VIP's: The evacuation of artists and VIP's and their entourage into a public area can be a hazard in itself. The security team working in that area will handle movement of the artists to a safe place in accordance with standing instructions.
- Vehicles: In the event of an incident requiring the response of additional emergency services units other than those on duty within the site, the request must be directed through the Event Control. All designated roadways will be maintained by security teams under the direction of the head of security to allow access for emergency vehicles.