

For UK Theatre & Equity

- Develop a joint complaints procedure
- Meet every six months to discuss issues related to digs and implement changes to policies where required

For Producers

- Producer contracts with venues they present work in should include a requirement on the part of the receiving venue to provide a digs list compliant with the Code of Conduct.
- Producers should provide, at the point of contract, a clear Digs Policy for the workforce outlining what steps the producer will take to support the worker in the event there are problems with their digs on arrival, in the event of late-notice cancellation, or part way through the booking. This policy should include the contact information for the person in the producer's office who can be contacted with problems related to digs.
- The Company Manager should be pre-authorized to book hotel rooms for company members on a short-term basis in an emergency.

For Venues

- Code of Conduct compliant digs lists should be accessible online, and automatically updated when a property becomes unavailable.
- When a worker reports a complaint about accommodation they have secured through the venue's digs list, that accommodation must be removed from the list until an inspection can be carried out, by venue staff, to confirm that the problem has been addressed.
- All digs providers are required to adhere to Equity's Code of Conduct on digs, detailed above.
- Venues shall ensure that hosts are aware of, and adhere to, the venue's equality and diversity policy.
- Digs shall be audited annually by venue staff

For Hosts

All hosts shall make a clear commitment to the workforce that their properties are clean, that suitable electrical safety testing has been completed and that the facilities in their home are in good working order. All hosts shall adhere to the Code of Conduct.

All hosts shall commit to treating theatre workers with respect, as welcome in their homes, and shall respect the guest's need for privacy.

Hosts will not levy additional charges on to guests in respect of access to facilities in the home.

Hosts will confirm their understanding that theatre workers do not have 9-5 jobs and as such require access to heating, hot water and cooking facilities at different times to workers in other sectors of the economy. No restrictions on access shall be imposed on the guest.

For stays of four weeks or more, hosts must charge no more than 80% of the current subsistence allowance rate per week.

For stays under four weeks, hosts must charge no more than 80% of the current touring allowance rate.



Digs listings shall include

- The distance from the property to the theatre with clear information about walking distances and public transport routes/late night availability.
- The facilities available to the guest. The listing should indicate what spaces are private to the guest, which parts of the property are shared and who with (eg: live in landlords, or other theatre workers). If any facilities/spaces in the property are not available to the guest, these should be clearly listed. This should include details about parking.
- Accessibility information. The listing should include whether there are steps up to/inside the property, whether there are smokers or pets in the property.
- Photos of the room and other shared spaces in the property. The listing should indicate when the photos were taken.
- Payment information: how and when payment should be made, information about deposit requirements and cancellation policies.

Information to be provided at the time of booking

Once a booking has been made, the confirmation email sent to the guest shall include:

- How to collect the keys: does the property have a lock box, or will the host be present on arrival?
- Clear instructions on how to find the house. This shall include the full address, detailed instructions on how to travel to it by public transport from the nearest mainline railway station, and back up contact information if the host is not present on arrival.
- The host's full name and contact information
- Confirmation of price paid and payment schedule, if applicable.

Information to be provided on arrival

- Wi-fi code
- Instructions on how to work the heating/hot water
- Location of towels, bed linen etc
- Parking pass (if required)
- Details on recycling/rubbish arrangements
- Agreed check-out time

