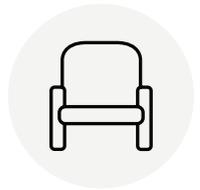


Welcome back to audiences!

Your safety and wellbeing is vital to us as we plan to reopen the doors to your theatre. To ensure you feel safe, secure and comfortable at all times, we've been working meticulously to introduce a wide range of new measures across your theatre. Please read this short guide to understand what we're doing to keep you safe, and what we ask you to do to help us achieve this.

Booking your tickets



Booking Your Tickets

When booking your tickets, you will notice that we have made some changes to our seating plans to maintain social distancing (reducing the number of seats to approximately 200). We will always try our best to accommodate groups together where possible. If there are no seat groups for your party size showing online, please call the Box Office on 01708 443333 to book.

Before you leave home



Do You Feel Well?

If you have a high temperature, a new continuous cough, have experienced a change or loss in your sense of taste or smell, or have been in contact with a source of the virus within the last 14 days, please do not visit the theatre, and self-isolate in line with Government advice. You can call the Box Office to discuss your booking between 10am and 5pm, Monday to Friday.



Pack Your Face Covering

We ask that you wear a face covering at all times during your visit, except for when you are eating or drinking or unless otherwise advised or exempt.



Remember Your Tickets

Please remember to bring your tickets with you. You can present your ticket on your digital device or use our print at home or postal service. We are unable to offer ticket collection on the day of the event or on-the-door bookings, to reduce congestion in the building.

Upon arrival



Please Join the Queue to Enter

Upon arrival, you will be greeted by a welcome host outside the building and asked to join the queue to enter the building. The auditorium will be open one hour before performances, so queuing time should be minimal.



Wear Your Face Covering Upon Entry

Before you enter the building, please wear your face covering. We ask that you keep this on at all times whilst inside, except for when you are eating or drinking or otherwise advised or exempt.



Temperature Check

When entering the building we will check your temperature using a non-contact device. Simply place your wrist up to the sensor. If the device says "safe", please proceed to enter. If the alarm sounds, unfortunately we are unable to let you enter today. You should then call the Box Office between 10am and 5pm, Monday to Friday, to discuss your booking.



Sanitise Your Hands

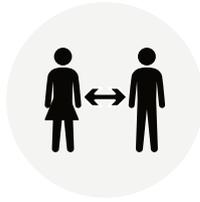
Once your temperature has been checked, you should sanitise your hands using the dispenser provided at the entrance.



Security Checks

Security checks may be in operation on your visit. Our security staff have made adjustments to reduce the contact needed when conducting these checks.

During your visit



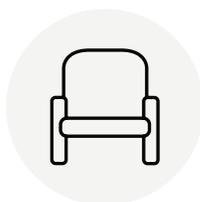
Keep Your Distance

Please keep a safe distance between yourself and others. We have placed markers on the floor in some spaces to help with this.



Follow Signage

We have placed signage around the building to help maintain social distancing. There are also one way and queuing systems in place in some areas, such as our toilet facilities. Please help us by following signage and instructions given by theatre staff.



Sit Back and Relax

We ask that you make your way to the auditorium upon arrival and remain in your seat unless you need to use the toilets. This will allow us to keep space clear in the foyer to allow people to enter the auditorium safely.



Food & Drink

Our cafe and bar may be closed around performance times, to reduce congestion and queuing in the foyer. When these facilities are closed, alternative ways of ordering food and drink will be available, by either an auditorium delivery service or mobile sellers.



Enhanced Cleaning

The theatre is professionally cleaned on an increased basis. Contact surfaces such as handles and toilets are cleaned regularly throughout the day using antiviral cleaning products.