

### **Our Covid Safe Environment**

Thank you for taking a moment to review what the City of Plymouth Theatre Company have put in place to keep you safe and to ensure you and your family and friends have a great visit to the Devonport Playhouse.

All the information listed below is correct but may change as the UK Government release further updates.

If your visit is not for a while, we suggest a quick check with our website before you travel.

As we rely on the support of a team of volunteers we have put in place some extra measures that may be in addition to Government advice/ requirements. We ask that you respectfully comply with the measures we have put in place to keep yourself, the public, and our members safe and able us to continue to perform for your enjoyment.

Please note that the City of Plymouth Theatre Company reserve the right to refuse entry to anyone who does not comply with our safety measure.

The City of Plymouth Theatre Company look forward to welcoming you back to the Devonport Playhouse.

### **Purchasing Tickets**

Tickets can be purchased online or over the telephone.

We no longer issue physical tickets. Digital Tickets are now distributed electronically to the email address provided at the time of purchase.

On the day of the performance, show your e-tickets to our Front of House team on arrival on your digital device.

### **Your Safety**

Our teams have been rigorously trained to support you during your visit, and to ensure our theatre is Covid-safe – please listen to them and follow their guidance.

**Whilst face coverings are no longer compulsory we respectfully request that you please wear your face covering upon entering the theatre, and then keep it on whilst moving in the building and when seated in the auditorium. This will help us to keep our audiences and our team of volunteers as safe as possible.**

**We will update this page accordingly as and when our requirements in this regard change.**

If you are exempt from wearing a face covering it would help our front of house staff and fellow audience members if you wear an exemption lanyard, badge or show a card.

Children under 11 years of age do not have to wear a face covering although they may do so should they wish to.

You are welcome to remove your face covering whilst eating and drinking, but please ensure you put it back on as soon as you have finished.

We will not be asking you to prove your Covid-Status. However, our safety measures are under constant review and may change at short notice. Please check your emails and this web page for the latest information before your visit.

To ensure the safety of our members, volunteers and audiences we have put in place a number of safety measures including:-

- Enhanced hygiene procedures have been put in place which include thorough cleans between performances and a deep clean of all areas on a regular basis.
- Positioning hand sanitising stations throughout the public spaces for audience members to use and we ask that you do so frequently.

Please do not attend the theatre if:

- You are displaying any Covid-19 symptoms or have tested positive for Covid-19 and been instructed to self-isolate.
- You've been in contact with anyone who has displayed Covid-19 symptoms in the last 10 days and are not fully vaccinated.
- You've arrived into the UK in the last 10 days and are not covered by the self-isolation exemption rules.

If you have the official **NHS Test & Trace app** installed on your mobile phone, you are welcome to check in by scanning the QR code upon arrival, but this is no longer mandatory. Copies of this QR code will be available through our Front of House areas.

We do not have cloakroom facilities so please minimise the items you bring to the theatre.

### **Your arrival**

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The front doors to the Devonport Playhouse will be opened 45 minutes before the start of the performance. Upon entering the theatre you will be asked to show your Digital Ticket on your mobile device following which we will be asking all audience members to proceed straight to their seats to avoid over crowding in the foyer area.

If you have the official NHS Test & Trace app installed on your mobile phone you are welcome to check in by scanning the QR code upon arrival. Copies of this QR code will be available through our Front of House areas and paper forms will be made available for those unable to use the app. This information will be held for 21 days after the performance and then destroyed.

### **Departure from the theatre**

At the end of the performance we ask all audience members to leave the theatre in a safe manner as quickly as possible. Due to the current situation we regret that we will not be able to allow people to wait in the foyer and instead all audience members are asked to leave the theatre. We respectfully ask that you are considerate of other audience members and social distancing in the immediate vicinity of the theatre.

### **Food and Drink**

We will still be offering refreshments in the form of soft drinks and sweets from our kiosk in the foyer but ask that all audience members are mindful of others and avoid queuing for such items.

We will also be opening the theatre bar before the performance and during the interval however drinks will be provided in plastic glasses to enable patrons to purchase refreshments and then return to their seats. Entry and exit from the theatre bar will be a one way system (which will be clearly marked) and drinks will not be able to be consumed in the theatre bar itself.

Interval drinks will be via pre order only. Pre orders can be made from 45 minutes prior to the start of the performance, until 5 minutes before the performance begins. Payment is required at the time of the pre order.

During the interval the pre ordered drinks can be collected from the theatre bar and will again be provided in plastic glasses in order that patrons can return to their seats. Drinks will not be able to be consumed in the theatre bar itself.

We will also be selling ice creams in the interval from our kiosk in the foyer but once again would ask that all audience members are mindful of others and avoid queuing for such items.

### **If you feel unwell**

Maintaining a Covid Safe Environment means we can continue to welcome you back safely to the Devonport Playhouse for more wonderful days and nights at the theatre. It relies on us all doing our bit, using our common sense, and following all current government's guidelines.

By accepting our Terms & Conditions, you agree not to visit the Devonport Playhouse if:

- You are displaying any Covid-19 symptoms or have tested positive for Covid-19 and been instructed to self-isolate.
- You've been in contact with anyone who has displayed Covid-19 symptoms in the last 10 days and are not fully vaccinated.
- You've arrived into the UK in the last 10 days and are not covered by the self-isolation exemption rules.