

KEEPING YOU SAFE AT SIMPLY THEATRE



Updated 29.11.2021

BOOK WITH CONFIDENCE

Your safety is important to us and we've been working hard to make sure that our Theatre is safe for everyone. This important guide outlines all the information you will need to make your visit both safe and enjoyable. We also reserve the right to update this guide in line with changes to Government guidelines, advice or regulations.

Bag and Cloakroom Policy: In the interest of customer safety the following items cannot be taken into the auditorium: Rucksacks or backpacks of any size, children's rucksacks, handbags that can be worn as backpacks, handbags larger than 25cm x 35cm, shopping bags and large items such as holdalls and suitcases. We strongly urge you to leave all bags at home or in your car.

Seating allocation: In line with the most recent Government guidance regarding the relaxation of the social distancing rules, we are now open on a full capacity basis which means every seat in our auditorium will be on sale.

Cleaning: We will continue with our enhanced cleaning throughout the building, in particular disinfecting contact surfaces, toilet facilities and seating. The theatre will be sanitised thoroughly between every performance.

BEFORE YOU ARRIVE

Feeling Unwell? It is important that you do not travel to the theatre if you or anyone in your group:

- is infected with COVID-19, or are showing any symptoms
- has experienced symptoms of COVID-19 in the last 14 days
- has been in close proximity to anyone who has experienced symptoms in the last 14 days
- has been instructed to self-isolate or are awaiting a COVID-19 test result

Please contact us as soon as possible if you know you will be unable to attend due to illness and we can re-arrange your tickets. We have extended our usual ticket refund policy and we will be offering you the ability exchange your tickets for another date or for a voucher of equal value to use at a future performance. Please note that we can only do this if you contact us ahead of time. Failure to show without informing us will be subject to our standard ticket refund policy and no refund or exchange will be available.

Dress for the weather: We will try to get everyone to their seats as quickly and safely as possible, but we may need to ask you to queue outside of the theatre so please bring appropriate clothing where necessary.

E-tickets: Please make sure you have downloaded your ticket to your digital device or have a copy printed. At the time of booking you should also receive a booking confirmation email,

please keep the email for reference. If there are any problems please contact our Box Office team at academy@simplytheatre.com and a member of the team will get back to you.

COVID Passport: If you or any members of your party are 16 or over you must ensure that you have an up-to-date COVID Passport. This is issued to those who have been double vaccinated or to those who undergo a COVID test within 48 hours prior to attending our theatre. Please contact us if you need any further help or advice regarding this. Please note that we will not be allowed to let you into our venue should you arrive without this. In such an instance tickets will be non-refundable.

WHEN YOU ARRIVE

Arrive in time: Our Front of House and Bar areas will be open 45 minutes before the performance starts.

Certificate check: Please have your COVID Passport ready to show before you enter our theatre building.

Temperature check: We will be asking all audience members to have their temperature checked on arrival.

Please wear a face covering: As we are a small venue we are asking that all audience members over the age of 5 wear a mask for the duration of their visit with us. This is to keep our cast, crew, staff and fellow audience members safe. If you have concerns around this, please contact us before you arrive at the theatre. We will be asking all audience members to put their mask on before passing our temperature checkpoint and will have masks on sale for those who have forgotten theirs.

Hand Sanitisation: We will have hand sanitiser available in multiple locations across the building.

Ticket check: Please have your e-tickets or paper tickets ready to show a member of our Front of House team. E-tickets can be shown either on your digital device or you can have a copy printed.

DURING YOUR VISIT

Please respect other theatregoers: Though social distancing is no longer compulsory, we ask that you respect the personal space of fellow audience members, our staff and the cast and crew while moving through the building.

We're here to help: All our staff will be delighted to provide guidance, please ask if you need any assistance, advice or help.